

TABLE OF CONTENTS

552.219-71	NOTICE TO OFFERORS OF SUBCONTRACTING PLAN REQUIREMENTS (SEP 1999)	
CP-FSS-1-C	(MAY 2000) Solicitation No. 6FEC-E6-970173-R7	
CP-FSS-2	SIGNIFICANT CHANGES (OCT 1988)	
CP-FSS-3	NOTICE: REQUESTS FOR EXPLANATION OR INFORMATION (MAR 1996)	
CP-FSS-6	ELECTRONIC DATA INTERCHANGE (EDI) ORDERING (JAN 1994)	
CP-FSS-18	NEW SCHEDULE PERIODS (NOV 1997)	
CP-FSS-19	PRICING (DEC 1998)	
CP-FSS-30	(APR 1993)	
A-FSS-2-F	(MAY 2000) FEDERAL SUPPLY SCHEDULE CONTRACT 51 V, HARDWARE SUPERSTORE FOR:	5
52.212-4	CONTRACT TERMS AND CONDITIONS—COMMERCIAL ITEMS (FEB 2002)	7
52.202-1	DEFINITIONS	10
52.203-3	GRATUITIES (APR 1984)	10
52.211-16	VARIATION IN QUANTITY (APR 1984)	11
52.215-6	PLACE OF PERFORMANCE (OCT 1997)	11
52.215-20	REQUIREMENTS FOR COST OR PRICING DATA OR INFORMATION OTHER THAN COST OR PRICING DATA (OCT 1997) (ALTERNATE IV—OCT 1997) (VARIATION I—SEP 1999)	11
52.215-21	REQUIREMENTS FOR COST OR PRICING DATA OR INFORMATION OTHER THAN COST OR PRICING DATA—MODIFICATIONS (OCT 1997) (ALTERNATE IV—OCT 1997) (VARIATION I—AUG 1997)	12
52.216-18	ORDERING (OCT 1995) (VARIATION—OCT 1995)	12
52.216-22	INDEFINITE QUANTITY (OCT 1995) (VARIATION—OCT 1995)	12
52.219-8	UTILIZATION OF SMALL BUSINESS CONCERNS (OCT 2000)	13
52.219-9	SMALL BUSINESS SUBCONTRACTING PLAN (OCT 2001) (ALTERNATE I—OCT 2001)	14
52.219-16	LIQUIDATED DAMAGES—SUBCONTRACTING PLAN (JAN 1999)	18
52.222-1	NOTICE TO THE GOVERNMENT OF LABOR DISPUTES (FEB 1997)	19
52.222-35	AFFIRMATIVE ACTION FOR SPECIAL DISABLED AND VIETNAM ERA VETERANS (DEC 2001)	19
52.222-37	EMPLOYMENT REPORTS ON SPECIAL DISABLED VETERANS AND VETERANS OF THE VIETNAM ERA (DEC 2001)	22
52.225-5	TRADE AGREEMENTS (DEC 2001)	22
52.229-1	STATE AND LOCAL TAXES (APR 1984)	24
52.232-17	INTEREST (JUN 1996)	25
52.232-33	PAYMENT BY ELECTRONIC FUNDS TRANSFER—CENTRAL CONTRACTOR REGISTRATION (MAY 1999)	25
52.232-37	MULTIPLE PAYMENT ARRANGEMENTS (MAY 1999)	27
52.242-13	BANKRUPTCY (JUL 1995)	27
52.244-6	SUBCONTRACTS FOR COMMERCIAL ITEMS (DEC 2001)	28
52.247-34	F.O.B. DESTINATION (NOV 1991)	28
52.247-38	F.O.B. INLAND CARRIER, POINT OF EXPORTATION (APR 1984)	28
52.247-39	F.O.B. INLAND POINT, COUNTRY OF IMPORTATION (APR 1984)	29
52.247-58	LOADING, BLOCKING, AND BRACING OF FREIGHT CAR AND TRAILER-ON-FLAT CAR (PIGGYBACK) SHIPMENTS (DEVIATION—OCT 1984)	29
52.252-2	CLAUSES INCORPORATED BY REFERENCE (FEB 1998) Clauses also included in attachment to the announcement in the FEDBIZOPS at www.eps.gov	30
552.203-71	RESTRICTION ON ADVERTISING (SEP 1999)	30
552.211-73	MARKING (FEB 1996) (Applicable to GSA Depot Deliveries)	30
552.211-74	CHARGES FOR MARKING (FEB 1996) (Applicable to GSA Depot Deliveries)	30
552.211-75	PRESERVATION, PACKAGING, AND PACKING (FEB 1996)	30
552.211-77	PACKING LIST (FEB 1996)	30
552.211-78	COMMERCIAL DELIVERY SCHEDULE (MULTIPLE AWARD SCHEDULE) (FEB 1996) (See Attachments 5 and 6 for Delivery requirements for Appliances and Tools)	31
552.211-82	NOTICE OF SHIPMENT (FEB 1996)	31
552.212-71	CONTRACT TERMS AND CONDITIONS APPLICABLE TO GSA ACQUISITION OF COMMERCIAL ITEMS (JUL 2000)	31

552.216-70	ECONOMIC PRICE ADJUSTMENT—FSS MULTIPLE AWARD SCHEDULE CONTRACTS (SEP 1999) (ALTERNATE I—SEP 1999) (Excludes Hardware Store-Attachment 3).....	32
552.216-72	PLACEMENT OF ORDERS (SEP 1999) (ALTERNATE II—SEP 1999)	33
552.216-73	ORDERING INFORMATION (SEP 1999) (ALTERNATE II—SEP 1999)	34
552.229-71	FEDERAL EXCISE TAX—DC GOVERNMENT (SEP 1999).....	34
552.232-23	ASSIGNMENT OF CLAIMS (SEP 1999).....	34
552.232-74	INVOICE PAYMENTS (SEP 1999) (<i>Excludes Hardware Store SIN 105-001 Walk-in/Walk-out</i>).....	35
552.232-77	PAYMENT BY GOVERNMENT COMMERCIAL PURCHASE CARD (MAR 2000) (ALTERNATE I—MAR 2000)) (<i>excludes Hardware Store</i>)	36
552.238-71	SUBMISSION AND DISTRIBUTION OF AUTHORIZED FSS SCHEDULE PRICELISTS (SEP 1999) (<i>Excludes Hardware Store SIN 105-001 Walk-in/Walk-out</i>).....	36
552.238-73	CANCELLATION (SEP 1999)	37
552.238-74	CONTRACTOR'S REPORT OF SALES (SEP 1999).....	37
552.238-75	PRICE REDUCTIONS (SEP 1999).....	38
552.238-76	INDUSTRIAL FUNDING FEE (SEP 1999)	38
552.243-72	MODIFICATIONS (MULTIPLE AWARD SCHEDULE) (JUL 2000)	39
552.246-73	WARRANTY—MULTIPLE AWARD SCHEDULE (MAR 2000)	40
C-FSS-411	FIRE OR CASUALTY HAZARDS, OR SAFETY OR HEALTH REQUIREMENTS (OCT 1992)	41
C-FSS-412	CHARACTERISTICS OF ELECTRIC CURRENT (MAY 2000)	41
C-FSS-425	WORKMANSHIP (OCT 1988).....	42
D-FSS-465	EXPORT PACKING (APR 1984) (<i>Applies to overseas delivery</i>).....	42
D-FSS-468	NON-MANUFACTURED WOOD PACKAGE MATERIAL TO EUROPEAN UNION (NOV 2001).....	42
D-FSS-471	MARKING AND DOCUMENTATION REQUIREMENTS PER SHIPMENT (APR 1984)	42
D-FSS-477	TRANSSHIPMENTS (APR 1984) (<i>This clause is applicable to Overseas shipments only in accordance with Clause I-FSS-108, Clauses for Overseas Coverage.</i>)	43
E-FSS-516-A	PRODUCTION POINT INFORMATION (APR 2000)	43
E-FSS-522	INSPECTION AT DESTINATION (MAR 1996).....	44
F-FSS-202-F	DELIVERY PRICES (APR 1984) (<i>Applicable to overseas only</i>)	44
F-FSS-202-G	DELIVERY PRICES (JAN 1994) (<i>Applicable to FOB Destination</i>)	44
F-FSS-230	DELIVERIES TO THE U.S. POSTAL SERVICE (JAN 1994).....	45
F-FSS-736-A	EXPORT TRAFFIC RELEASE (OCT 1988).....	45
F-FSS-772	CARLOAD SHIPMENTS (APR 1984).....	46
G-FSS-900-C	CONTACT FOR CONTRACT ADMINISTRATION (JUN 2001)	46
G-FSS-903	E-MAIL AND WEBSITE URL ADDRESS(ES) (JUL 2000)	47
G-FSS-906	VENDOR MANAGED INVENTORY (VMI) PROGRAM (MAS) (JAN 1999)	47
G-FSS-907	ORDER ACKNOWLEDGEMENT (APR 1984)	47
G-FSS-910	DELIVERIES BEYOND THE CONTRACTUAL PERIOD—PLACING OF ORDERS (OCT 1988)	47
G-FSS-913	CONTRACTOR'S BILLING RESPONSIBILITIES (MAY 2000)	48
G-FSS-914-A	CONTRACTOR'S REMITTANCE (PAYMENT) ADDRESS (MAY 2000)	48
I-FSS-40	CONTRACTOR TEAM ARRANGEMENTS (SEP 2000)	49
I-FSS-50	PERFORMANCE REPORTING REQUIREMENTS (FEB 1995).....	49
I-FSS-90	PREFERENCE FOR SMALL BUSINESS CONCERNS (APR 1996)	49
I-FSS-103	SCOPE OF CONTRACT—WORLDWIDE (MAR 2000) (<i>excludes Departments of Hardware Store, Service Center, PACCWorld, and Beautification Center- see individual attachments for applicable Scope of Work clause</i>)	49
I-FSS-106	GUARANTEED MINIMUM (OCT 2000)	50
I-FSS-108	CLAUSES FOR OVERSEAS COVERAGE (MAY 2000).....	51
I-FSS-109	ENGLISH LANGUAGE AND U.S. DOLLAR REQUIREMENTS (MAR 1998).....	51
I-FSS-125	REQUIREMENTS EXCEEDING THE MAXIMUM ORDER (SEP 1999)	51
I-FSS-140-B	URGENT REQUIREMENTS (JAN 1994).....	52
I-FSS-163	OPTION TO EXTEND THE TERM OF THE CONTRACT (EVERGREEN) (APR 2000)	52
I-FSS-249-B	DEFAULT (MAY 2000).....	52
I-FSS-314	FOREIGN TAXES AND DUTIES (DEC 1990)	52

I-FSS-594	PARTS AND SERVICE (OCT 1988).....	53
I-FSS-597	GSA ADVANTAGE™ (SEP 2000).....	53
I-FSS-598	CENTRAL CONTRACTOR REGISTRATION (CCR) (OCT 1999)	53
I-FSS-599	ELECTRONIC COMMERCE—FACNET (APR 1997).....	53
I-FSS-600	CONTRACT PRICE LISTS (JUN 2001).....	55
I-FSS-639	CONTRACT SALES CRITERIA (MAR 2002).....	59
I-FSS-644	DEALERS AND SUPPLIERS (OCT 1988) (<i>Excludes Hardware Store</i>).....	59
I-FSS-646	BLANKET PURCHASE AGREEMENTS (MAY 2000).....	60
I-FSS-680	DISSEMINATION OF INFORMATION BY CONTRACTOR (APR 1984)	60
I-FSS-965	INTERPRETATION OF CONTRACT REQUIREMENTS (APR 1984)	60
I-FSS-969	ECONOMIC PRICE ADJUSTMENT—FSS MULTIPLE AWARD SCHEDULE (JAN 2002) (<i>Excludes Hardware Store SIN 105-001 Walk-in/Walk-out</i>).....	60
K-FSS-9	SECTION 8(a) REPRESENTATION FOR THE MULTIPLE AWARD SCHEDULE PROGRAM (SEP 2000)	62
52.212-5	CONTRACT TERMS AND CONDITIONS REQUIRED TO IMPLEMENT STATUTES OR EXECUTIVE ORDERS—COMMERCIAL ITEMS (DEC 2001) (+clauses included in document in full text)	62
552.212-72	CONTRACT TERMS AND CONDITIONS REQUIRED TO IMPLEMENT STATUTES OR EXECUTIVE ORDERS APPLICABLE TO GSA ACQUISITION OF COMMERCIAL ITEMS (JUL 2000)	64
DOCUMENTS, EXHIBITS OR ATTACHMENTS		66
52.212-1	INSTRUCTIONS TO OFFERORS—COMMERCIAL ITEMS (OCT 2000).....	66
52.204-4	PRINTED OR COPIED DOUBLE-SIDED ON RECYCLED PAPER (AUG 2000)	68
52.214-34	SUBMISSION OF OFFERS IN THE ENGLISH LANGUAGE (APR 1991)	69
52.214-35	SUBMISSION OF OFFERS IN U.S. CURRENCY (APR 1991).....	69
52.216-1	TYPE OF CONTRACT (APR 1984)	69
52.222-24	PREAWARD ON-SITE EQUAL OPPORTUNITY COMPLIANCE REVIEW (FEB 1999).....	69
52.233-2	SERVICE OF PROTEST (AUG 1996)	70
52.247-45	F.O.B. ORIGIN AND/OR F.O.B. DESTINATION EVALUATION (APR 1984)	70
52.252-1	SOLICITATION PROVISIONS INCORPORATED BY REFERENCE (FEB 1998)	70
552.212-70	PREPARATION OF OFFER (MULTIPLE AWARD SCHEDULE) (AUG 1997).....	70
552.217-71	NOTICE REGARDING OPTION(S) (NOV 1992)	71
552.219-72	PREPARATION, SUBMISSION, AND NEGOTIATION OF SUBCONTRACTING PLANS (SEP 1999).....	71
552.233-70	PROTESTS FILED DIRECTLY WITH THE GENERAL SERVICES ADMINISTRATION (MAR 2000)	72
A-FSS-11	CONSIDERATION OF OFFERS UNDER STANDING SOLICITATION (DEC 2000)	74
A-FSS-12-C	PERIOD FOR ACCEPTANCE OF OFFERS (NOV 1997).....	74
CI-FSS-2	SUBMISSION OF OFFERS—ADDITIONAL INSTRUCTIONS (MAR 1996)	74
K-FSS-1	AUTHORIZED NEGOTIATORS (MAR 1998)	75
L-FSS-59	AWARD (APR 1984).....	75
L-FSS-101	FINAL PROPOSAL REVISION (MAR 1990).....	75
L-FSS-400	INTRODUCTION OF NEW SERVICES/PRODUCTS (INSP) (NOV 2000)	75
	EVALUATION PROVISIONS – COMMERCIAL ITEMS	76
552.212-73	EVALUATION—COMMERCIAL ITEMS (MULTIPLE AWARD SCHEDULE) (AUG 1997)	76
52.212-3	OFFEROR REPRESENTATIONS AND CERTIFICATIONS—COMMERCIAL ITEMS (APRIL 2002)	77

A-FSS-2-F (MAY 2000) FEDERAL SUPPLY SCHEDULE CONTRACT 51 V, HARDWARE SUPERSTORE FOR:

The Hardware SuperStore

Attachment 3

FSC GROUP: Various Groups
COMMODITY: Hardware Store
CLASSES: Various Classes

Commodity	Standard Industrial Classification Codes	North American Industry Classification System
HARDWARE STORE DEPARTMENT	5251	444130

Attachment 4

FSC GROUP: 80 and 91
COMMODITY: One Stop Paint Shop - Paints, Coatings, Sealants, Adhesives, Fuels & Lubricants
CLASS(ES): 8010, 8020, 8030, 8040, 9110, 9130, 9135, 9140, 9150 and 9160.

Commodity	Standard Industrial Classification Codes	North American Industry Classification System
PAINTS, COATINGS, SEALANTS, ADHESIVES, FUELS & LUBRICANTS	2843	325613
	2819	331311
	2851	325510
	2869	325199
	2891	325520
	2911	324110
	2992	324191
	2999	324199
	3991	339994

Attachment 5

FSC GROUP: 35, 41, 73
COMMODITY: Household and Office Appliances
CLASS(ES): 3510, 4110, 4120, 4140, 7310, 7320

Commodity	Standard Industrial Classification Codes	North American Industry Classification System
HOUSEHOLD AND OFFICE APPLIANCES	3639	335228
	3585	333415
	3631	335221
	3634	335211
	3632	335222
	3633	335224

Attachment 6

FSC GROUP: 51, 52
COMMODITY: Tools, Hand Held (Powered and Non-Powered), Tool Kits, Portable Tool Boxes, and Related Accessories
CLASS(ES): 5110, 5120, 5133, 5136, 5140, 5130, 5180, and 5210

Commodity	Standard Industrial Classification Codes	North American Industry Classification System
TOOLS, HAND HELD (POWERED AND NON-POWERED), TOOL KITS, PORTABLE TOOL BOXES AND RELATED ACCESSORIES	3421	332211
	3423	332212
	3425	332213
	3546	333991

Attachment 7

FSC GROUP: 36, 37
COMMODITY: Lawn and Garden Equipment /Hand Tools and Cattle Guards
CLASS(ES): 3695, 3720, 3730, 3740, 3750

Commodity	Standard Industrial Classification Codes	North American Industry Classification System
Lawn and Garden Equipment /Hand Tools and Cattle Guards	3523	333922
	3524	332212
	3543	332997
	3546	333991

Attachment 8

FSC GROUP: 32, 34,
COMMODITY: Woodworking and Metalworking Machinery and Equipment and Related Accessories
CLASS(ES): 3220, 3405, 3413, 3415, 3416, 3417, 3431, 3433, 3441, 3445,

Commodity	Standard Industrial Classification Codes	North American Industry Classification System
WOODWORKING & METAL WORKING EQUIPMENT AND RELATED ACCESSORIES	3499	332439
	3541	333513
	3542	333513
	3548	333518
	3549	333518
	3553	333210

Attachment 9

SERVICE: Services Department
SERVICE CODES: H, J

Commodity-Services Department	Standard Industrial Classification Codes	North American Industry Classification System
Independent Elevator Inspection Elevator & Escalator Preventive Maintenance	7389	541350
	7699	811310

Attachment 10

SERVICE: Preparation and Application of Chemical Compounds (PACC World)
SERVICE CODES: J

Service	Standard Industrial Classification Codes	North American Industry Classification System
PACC WORLD	1721	235210
	8744	561210
	8999	711510

Attachment 11

SERVICE: Beautification Center Services
SERVICE CODES: S, Z

Service	Standard Industrial Classification Codes	North American Industry Classification System
BEAUTIFICATION CENTER SERVICES	0782	561730
	0783	561730
	0971	114210
	7342	561710

The contract period for any resultant contracts awarded under **Attachments 3 through 11** will commence on DATE OF AWARD and end five years from that date (unless contract is canceled/terminated or extended).

52.212-4 CONTRACT TERMS AND CONDITIONS—COMMERCIAL ITEMS (FEB 2002))

(a) *Inspection/Acceptance.* The Contractor shall only tender for acceptance those items that conform to the requirements of this contract. The Government reserves the right to inspect or test any supplies or services that have been tendered for acceptance. The Government may require repair or replacement of nonconforming supplies or reperformance of nonconforming services at no increase in contract price. The Government must exercise its post-acceptance rights-

- (1) Within a reasonable time after the defect was discovered or should have been discovered; and
- (2) Before any substantial change occurs in the condition of the item, unless the change is due to the defect in the item.

(b) *Assignment.* The Contractor or its assignee may assign its rights to receive payment due as a result of performance of this contract to a bank, trust company, or other financing institution, including any Federal lending agency in accordance with the Assignment of Claims Act (31 U.S.C. 3727). However, when a third party makes payment (e.g., use of the Governmentwide commercial purchase card), the Contractor may not assign its rights to receive payment under this contract.

(c) *Changes.* Changes in the terms and conditions of this contract may be made only by written agreement of the parties.

(d) *Disputes.* This contract is subject to the Contract Disputes Act of 1978, as amended (41 U.S.C. 601-613). Failure of the parties to this contract to reach agreement on any request for equitable adjustment, claim, appeal or action arising under or relating to this contract shall be a dispute to be resolved in accordance with the clause at FAR 52.233-1, Disputes, which is incorporated herein by reference. The Contractor shall proceed diligently with performance of this contract, pending final resolution of any dispute arising under the contract.

(e) *Definitions.* The clause at FAR 52.202-1, Definitions, is incorporated herein by reference.

(f) *Excusable delays.* The Contractor shall be liable for default unless nonperformance is caused by an occurrence beyond the reasonable control of the Contractor and without its fault or negligence such as, acts of God or the public enemy, acts of the Government in either its sovereign or contractual capacity, fires, floods, epidemics, quarantine restrictions, strikes, unusually severe weather, and delays of common carriers. The Contractor shall notify the Contracting Officer in writing as soon as it is reasonably possible after the commencement of any excusable delay, setting forth the full particulars in connection therewith, shall remedy such occurrence with all reasonable dispatch, and shall promptly give written notice to the Contracting Officer of the cessation of such occurrence.

(g) *Invoice.*

(1) The Contractor shall submit an original invoice and three copies (or electronic invoice, if authorized) to the address designated in the contract to receive invoices. An invoice must include-

- (i) Name and address of the Contractor;
- (ii) Invoice date and number;
- (iii) Contract number, contract line item number and, if applicable, the order number;
- (iv) Description, quantity, unit of measure, unit price and extended price of the items delivered;
- (v) Shipping number and date of shipment, including the bill of lading number and weight of shipment if shipped on Government bill of lading;
- (vi) Terms of any discount for prompt payment offered;

- (vii) Name and address of official to whom payment is to be sent;
- (viii) Name, title, and phone number of person to notify in event of defective invoice; and
- (ix) Taxpayer Identification Number (TIN). The Contractor shall include its TIN on the invoice only if required elsewhere in this contract.

(x) Electronic funds transfer (EFT) banking information.

(A) The Contractor shall include EFT banking information on the invoice only if required elsewhere in this contract.

(B) If EFT banking information is not required to be on the invoice, in order for the invoice to be a proper invoice, the Contractor shall have submitted correct EFT banking information in accordance with the applicable solicitation provision, contract clause (e.g., 52.232-33, Payment by Electronic Funds Transfer-Central Contractor Registration, or 52.232-34, Payment by Electronic Funds Transfer-Other Than Central Contractor Registration), or applicable agency procedures.

(C) EFT banking information is not required if the Government waived the requirement to pay by EFT.

(2) Invoices will be handled in accordance with the Prompt Payment Act (31 U.S.C. 3903) and Office of Management and Budget (OMB) prompt payment regulations at 5 CFR part 1315.

(h) *Patent indemnity.* The Contractor shall indemnify the Government and its officers, employees and agents against liability, including costs, for actual or alleged direct or contributory infringement of, or inducement to infringe, any United States or foreign patent, trademark or copyright, arising out of the performance of this contract, provided the Contractor is reasonably notified of such claims and proceedings.

(i) *Payment.* Payment shall be made for items accepted by the Government that have been delivered to the delivery destinations set forth in this contract. The Government will make payment in accordance with the Prompt Payment Act (31 U.S.C. 3903) and OMB prompt payment regulations at 5 CFR part 1315. In connection with any discount offered for early payment, time shall be computed from the date of the invoice. For the purpose of computing the discount earned, payment shall be considered to have been made on the date which appears on the payment check or the specified payment date if an electronic funds transfer payment is made.

(j) *Risk of loss.* Unless the contract specifically provides otherwise, risk of loss or damage to the supplies provided under this contract shall remain with the Contractor until, and shall pass to the Government upon:

(1) Delivery of the supplies to a carrier, if transportation is f.o.b. origin; or

(2) Delivery of the supplies to the Government at the destination specified in the contract, if transportation is f.o.b. destination.

(k) *Taxes.* The contract price includes all applicable Federal, State, and local taxes and duties.

(l) *Termination for the Government's convenience.* The Government reserves the right to terminate this contract, or any part hereof, for its sole convenience. In the event of such termination, the Contractor shall immediately stop all work hereunder and shall immediately cause any and all of its suppliers and subcontractors to cease work. Subject to the terms of this contract, the Contractor shall be paid a percentage of the contract price reflecting the percentage of the work performed prior to the notice of termination, plus reasonable charges the Contractor can demonstrate to the satisfaction of the Government using its standard record keeping system, have resulted from the termination. The Contractor shall not be required to comply with the cost accounting standards or contract cost principles for this purpose. This paragraph does not give the Government any right to audit the Contractor's records. The Contractor shall not be paid for any work performed or costs incurred which reasonably could have been avoided.

(m) *Termination for cause.* The Government may terminate this contract, or any part hereof, for cause in the event of any default by the Contractor, or if the Contractor fails to comply with any contract terms and conditions, or fails to provide the Government, upon request, with adequate assurances of future performance. In the event of termination for cause, the Government shall not be liable to the Contractor for any amount for supplies or services not accepted, and the Contractor shall be liable to the Government for any and all rights and remedies provided by law. If it is determined that the Government improperly terminated this contract for default, such termination shall be deemed a termination for convenience.

(n) *Title.* Unless specified elsewhere in this contract, title to items furnished under this contract shall pass to the Government upon acceptance, regardless of when or where the Government takes physical possession.

(o) *Warranty.* The Contractor warrants and implies that the items delivered hereunder are merchantable and fit for use for the particular purpose described in this contract.

(p) *Limitation of liability.* Except as otherwise provided by an express warranty, the Contractor will not be liable to the Government for consequential damages resulting from any defect or deficiencies in accepted items.

(q) *Other compliances.* The Contractor shall comply with all applicable Federal, State and local laws, executive orders, rules and regulations applicable to its performance under this contract.

(r) *Compliance with laws unique to Government contracts.* The Contractor agrees to comply with 31 U.S.C. 1352 relating to limitations on the use of appropriated funds to influence certain Federal contracts; 18 U.S.C. 431 relating to officials not to benefit; 40 U.S.C. 327, *et seq.*, Contract Work Hours and Safety Standards Act; 41 U.S.C. 51-58, Anti-Kickback Act of 1986; 41 U.S.C. 265 and 10 U.S.C. 2409 relating to whistleblower protections; 49 U.S.C. 40118, Fly American; and 41 U.S.C. 423 relating to procurement integrity.

(s) *Order of precedence.* Any inconsistencies in this solicitation or contract shall be resolved by giving precedence in the following order:

- (1) The schedule of supplies/services.
- (2) The Assignments, Disputes, Payments, Invoice, Other Compliances, and Compliance with Laws Unique to Government Contracts paragraphs of this clause.
- (3) The clause at 52.212-5.
- (4) Addenda to this solicitation or contract, including any license agreements for computer software.
- (5) Solicitation provisions if this is a solicitation.
- (6) Other paragraphs of this clause.
- (7) The Standard Form 1449.
- (8) Other documents, exhibits, and attachments.
- (9) The specification.

Addendum to 52.212-4

52.202-1 DEFINITIONS (DEC 2001)

(a) "Agency head" or "head of the agency" means the Secretary (Attorney General, Administrator, Governor, Chairperson, or other chief official, as appropriate) of the agency, unless otherwise indicated, including any deputy or assistant chief official of the executive agency.

(b) "Commercial component" means any component that is a commercial item.

(c) "Commercial item" means-

(1) Any item, other than real property, that is of a type customarily used by the general public or by non-governmental entities for purposes other than governmental purposes, and that-

(i) Has been sold, leased, or licensed to the general public; or

(ii) Has been offered for sale, lease, or license to the general public;

(2) Any item that evolved from an item described in paragraph (c)(1) of this clause through advances in technology or performance and that is not yet available in the commercial marketplace, but will be available in the commercial marketplace in time to satisfy the delivery requirements under a Government solicitation;

(3) Any item that would satisfy a criterion expressed in paragraphs (c)(1) or (c)(2) of this clause, but for-

(i) Modifications of a type customarily available in the commercial marketplace; or

(ii) Minor modifications of a type not customarily available in the commercial marketplace made to meet Federal Government requirements. "Minor" modifications means modifications that do not significantly alter the nongovernmental function or essential physical characteristics of an item or component, or change the purpose of a process. Factors to be considered in determining whether a modification is minor include the value and size of the modification and the comparative value and size of the final product. Dollar values and percentages may be used as guideposts, but are not conclusive evidence that a modification is minor;

(4) Any combination of items meeting the requirements of paragraphs (c)(1), (2), (3), or (5) of this clause that are of a type customarily combined and sold in combination to the general public;

(5) Installation services, maintenance services, repair services, training services, and other services if-

- (i) Such services are procured for support of an item referred to in paragraph (c)(1), (2), (3), or (4) of this definition, regardless of whether such services are provided by the same source or at the same time as the item; and
 - (ii) The source of such services provides similar services contemporaneously to the general public under terms and conditions similar to those offered to the Federal Government
- (6) Services of a type offered and sold competitively in substantial quantities in the commercial marketplace based on established catalog or market prices for specific tasks performed under standard commercial terms and conditions. This does not include services that are sold based on hourly rates without an established catalog or market price for a specific service performed. For purposes of these services-
- (i) "Catalog price" means a price included in a catalog, price list, schedule, or other form that is regularly maintained by the manufacturer or vendor, is either published or otherwise available for inspection by customers, and states prices at which sales are currently, or were last, made to a significant number of buyers constituting the general public; and
 - (ii) "Market prices" means current prices that are established in the course of ordinary trade between buyers and sellers free to bargain and that can be substantiated through competition or from sources independent of the offerors.
- (7) Any item, combination of items, or service referred to in paragraphs (c)(1) through (c)(6), notwithstanding the fact that the item, combination of items, or service is transferred between or among separate divisions, subsidiaries, or affiliates of a Contractor; or
- (8) A nondevelopmental item, if the procuring agency determines the item was developed exclusively at private expense and sold in substantial quantities, on a competitive basis, to multiple State and local Governments.
- (d) "Component" means any item supplied to the Government as part of an end item or of another component, except that for use in 52.225-9, and 52.225-11 see the definitions in 52.225-9(a) and 52.225-11(a).
- (e) "Contracting Officer" means a person with the authority to enter into, administer, and/or terminate contracts and make related determinations and findings. The term includes certain authorized representatives of the Contracting Officer acting within the limits of their authority as delegated by the Contracting Officer.
- (f) "Nondevelopmental item" means-
- (1) Any previously developed item of supply used exclusively for governmental purposes by a Federal agency, a State or local government, or a foreign government with which the United States has a mutual defense cooperation agreement;
 - (2) Any item described in paragraph (f)(1) of this definition that requires only minor modification or modifications of a type customarily available in the commercial marketplace in order to meet the requirements of the procuring department or agency; or
 - (3) Any item of supply being produced that does not meet the requirements of paragraph (f)(1) or (f)(2) solely because the item is not yet in use. (g) Except as otherwise provided in this contract, the term "subcontracts" includes, but is not limited to, purchase orders and changes and modifications to purchase orders under this contract.

52.203-3

GRATUITIES (APR 1984)

- (a) The right of the Contractor to proceed may be terminated by written notice if, after notice and hearing, the agency head or a designee determines that the Contractor, its agent, or another representative—
 - (1) Offered or gave a gratuity (e.g., an entertainment or gift) to an officer, official, or employee of the Government; and
 - (2) Intended, by the gratuity, to obtain a contract or favorable treatment under a contract.
- (b) The facts supporting this determination may be reviewed by any court having lawful jurisdiction.

(c) If this contract is terminated under paragraph (a) above, the Government is entitled—

- (1) To pursue the same remedies as in a breach of the contract; and
- (2) In addition to any other damages provided by law, to exemplary damages of not less than 3 nor more than 10 times the cost incurred by the Contractor in giving gratuities to the person concerned, as determined by the agency head or a designee. (This subparagraph (c)(2) is applicable only if this contract uses money appropriated to the Department of Defense.)

(d) The rights and remedies of the Government provided in this clause shall not be exclusive and are in addition to any other rights and remedies provided by law or under this contract.

52.211-16 VARIATION IN QUANTITY (APR 1984)

(a) A variation in the quantity of any item called for by this contract will not be accepted unless the variation has been caused by conditions of loading, shipping, or packing, or allowances in manufacturing processes, and then only to the extent, if any, specified in paragraph (b) below.

(b) The permissible variation shall be limited to:

* 0 * percent increase

* 0 * percent decrease

This increase or decrease shall apply to *All Items/SIN's*.

52.215-6 PLACE OF PERFORMANCE (OCT 1997)

(a) The offeror or respondent, in the performance of any contract resulting from this solicitation, [] intends, [X] does not intend [check applicable block] to use one or more plants or facilities located at a different address from the address of the offeror or respondent as indicated in this proposal or response to request for information.

(b) If the offeror or respondent checks "intends" in paragraph (a) of this provision, it shall insert in the following spaces the required information:

PLACE OF PERFORMANCE (Street
Address, City, State, County,
Zip Code)

NAME AND ADDRESS OF OWNER AND
OPERATOR OF THE PLANT OR
FACILITY IF OTHER THAN
OFFEROR OR RESPONDENT

52.215-20 REQUIREMENTS FOR COST OR PRICING DATA OR INFORMATION OTHER THAN COST OR PRICING DATA (OCT 1997) (ALTERNATE IV—OCT 1997) (VARIATION I—SEP 1999)

(a) Submission of cost or pricing data is not required.

(b) Provide information described below:

- (1) An offer prepared and submitted in accordance with the clause at 552.212-70, Preparation of Offer (Multiple Award Schedule);

- (2) Commercial sales practices. The Offeror shall submit information in the format provided in this solicitation in accordance with the instructions at Figure 515.4 of the GSA Acquisition Regulation (48 CFR 515-2); or submit information in the Offeror's own format.
- (3) Any additional supporting information requested by the Contracting Officer. The Contracting Officer may require additional supporting information, but only to the extent necessary to determine whether the price(s) offered is fair and reasonable.
- (4) By submission of an offer in response to this solicitation, the Offeror grants the Contracting Officer or an authorized representative the right to examine, at any time before initial award, books, records, documents, papers, and other directly pertinent records to verify the pricing, sales and other data related to the supplies or services proposed in order to determine the reasonableness of price(s). Access does not extend to offeror's cost or profit information or other data relevant solely to the offeror's determination of the prices to be offered in the catalog or marketplace.

52.215-21 REQUIREMENTS FOR COST OR PRICING DATA OR INFORMATION OTHER THAN COST OR PRICING DATA—MODIFICATIONS (OCT 1997) (ALTERNATE IV—OCT 1997) (VARIATION I—AUG 1997)

- (a) Submission of cost or pricing data is not required.
- (b) Provide information described below.
 - (1) Information required by the clause at 552.243-72, Modifications (Multiple Award Schedule);
 - (2) Any additional supporting information requested by the Contracting Officer. The Contracting Officer may require additional supporting information, but only to the extent necessary to determine whether the price(s) offered is fair and reasonable.
 - (3) By submitting a request for modification, the Contractor grants the Contracting Officer or an authorized representative the right to examine, at any time before agreeing to a modification, books, records, documents, papers, and other directly pertinent records to verify the pricing, sales and other data related to the supplies or services proposed in order to determine the reasonableness of price(s). Access does not extend to Contractor's cost or profit information or other data relevant solely to the Contractor's determination of the prices to be offered in the catalog or marketplace.

52.216-18 ORDERING (OCT 1995) (VARIATION—OCT 1995)

- (a) Any supplies and services to be furnished under this contract shall be ordered by issuance of delivery orders by the individuals or activities designated. Such orders may be issued during the contract term.
- (b) All delivery orders are subject to the terms and conditions of this contract. In the event of conflict between a delivery order and this contract, the contract shall control.
- (c) If mailed, a delivery order is considered "issued" when the Government deposits the order in the mail. Orders may be issued orally or by facsimile, or by electronic commerce methods only if authorized in the contract.

52.216-22 INDEFINITE QUANTITY (OCT 1995) (VARIATION—OCT 1995)

- (a) This is an indefinite-quantity contract for the supplies or services specified, and effective for the period stated. The quantities of supplies and services specified in the contract are estimates only and are not purchased by this contract.
- (b) Delivery or performance shall be made only as authorized by orders issued in accordance with the Ordering clause. The Contractor shall furnish to the Government, when and if ordered, the supplies or services specified in the contract. The Government shall order at least the quantity of supplies or services designated in the contract as the "minimum."

- (c) Except for any limitations on quantities in the Guaranteed Minimum clause or Order Limitations clause, there is no limit on the number of orders that may be issued. The Government may issue orders requiring delivery to multiple destinations or performance at multiple locations.
- (d) Any order issued during the effective period of this contract and not completed within that period shall be completed by the Contractor within the time specified in the order. The contract shall govern the Contractor's and Government's rights and obligations with respect to that order to the same extent as if the order were completed during the contract's effective period.

52.219-8 UTILIZATION OF SMALL BUSINESS CONCERNS (OCT 2000)

- (a) It is the policy of the United States that small business concerns, veteran-owned small business concerns, service-disabled veteran-owned small business concerns, HUBZone small business concerns, small disadvantaged business concerns, and women-owned small business concerns shall have the maximum practicable opportunity to participate in performing contracts let by any Federal agency, including contracts and subcontracts for subsystems, assemblies, components, and related services for major systems. It is further the policy of the United States that its prime contractors establish procedures to ensure the timely payment of amounts due pursuant to the terms of their subcontracts with small business concerns, veteran-owned small business concerns, service-disabled veteran-owned small business concerns, HUBZone small business concerns, small disadvantaged business concerns, and women-owned small business concerns.
- (b) The Contractor hereby agrees to carry out this policy in the awarding of subcontracts to the fullest extent consistent with efficient contract performance. The Contractor further agrees to cooperate in any studies or surveys as may be conducted by the United States Small Business Administration or the awarding agency of the United States as may be necessary to determine the extent of the Contractor's compliance with this clause.

- (c) Definitions. As used in this contract—

HUBZone small business concern means a small business concern that appears on the List of Qualified HUBZone Small Business Concerns maintained by the Small Business Administration.

Service-disabled veteran-owned small business concern—

- (1) Means a small business concern—

- (i) Not less than 51 percent of which is owned by one or more service-disabled veterans or, in the case of any publicly owned business, not less than 51 percent of the stock of which is owned by one or more service-disabled veterans; and
- (ii) The management and daily business operations of which are controlled by one or more service-disabled veterans or, in the case of a veteran with permanent and severe disability, the spouse or permanent caregiver of such veteran.

- (2) Service-disabled veteran means a veteran, as defined in 38 U.S.C. 101(2), with a disability that is service-connected, as defined in 38 U.S.C. 101(16).

Small business concern means a small business as defined pursuant to Section 3 of the Small Business Act and relevant regulations promulgated pursuant thereto.

Small disadvantaged business concern means a small business concern that represents, as part of its offer that—

- (1) It has received certification as a small disadvantaged business concern consistent with 13 CFR part 124, subpart B;
- (2) No material change in disadvantaged ownership and control has occurred since its certification;

- (3) Where the concern is owned by one or more individuals, the net worth of each individual upon whom the certification is based does not exceed \$750,000 after taking into account the applicable exclusions set forth at 13 CFR 124.104(c)(2); and
- (4) It is identified, on the date of its representation, as a certified small disadvantaged business in the database maintained by the Small Business Administration (PRO-Net).

Veteran-owned small business concern means a small business concern—

- (1) Not less than 51 percent of which is owned by one or more veterans (as defined at 38 U.S.C. 101(2)) or, in the case of any publicly owned business, not less than 51 percent of the stock of which is owned by one or more veterans; and
- (2) The management and daily business operations of which are controlled by one or more veterans.

Women-owned small business concern means a small business concern—

- (1) That is at least 51 percent owned by one or more women, or, in the case of any publicly owned business, at least 51 percent of the stock of which is owned by one or more women; and
- (2) Whose management and daily business operations are controlled by one or more women.

(d) Contractors acting in good faith may rely on written representations by their subcontractors regarding their status as a small business concern, a veteran-owned small business concern, a service-disabled veteran-owned small business concern, a HUBZone small business concern, a small disadvantaged business concern, or a women-owned small business concern.

52.219-9

SMALL BUSINESS SUBCONTRACTING PLAN (OCT 2001) (ALTERNATE I— OCT 2001)

(a) This clause does not apply to small business concerns.

(b) *Definitions.* As used in this clause—

"Commercial item" means a product or service that satisfies the definition of commercial item in section 2.101 of the Federal Acquisition Regulation.

"Commercial plan" means a subcontracting plan (including goals) that covers the offeror's fiscal year and that applies to the entire production of commercial items sold by either the entire company or a portion thereof (e.g., division, plant, or product line).

"Individual contract plan" means a subcontracting plan that covers the entire contract period (including option periods), applies to a specific contract, and has goals that are based on the offeror's planned subcontracting in support of the specific contract, except that indirect costs incurred for common or joint purposes may be allocated on a prorated basis to the contract.

"Master plan" means a subcontracting plan that contains all the required elements of an individual contract plan, except goals, and may be incorporated into individual contract plans, provided the master plan has been approved.

"Subcontract" means any agreement (other than one involving an employer-employee relationship) entered into by a Federal Government prime Contractor or subcontractor calling for supplies or services required for performance of the contract or subcontract.

- (c) Proposals submitted in response to this solicitation shall include a subcontracting plan that separately addresses subcontracting with small business, veteran-owned small business, service-disabled veteran-owned small business,

HUBZone small business, small disadvantaged business, and women-owned small business concerns. If the offeror is submitting an individual contract plan, the plan must separately address subcontracting with small business, veteran-owned small business, service-disabled veteran-owned small business, HUBZone small business, small disadvantaged business, and women-owned small business concerns, with a separate part for the basic contract and separate parts for each option (if any). The plan shall be included in and made a part of the resultant contract. The subcontracting plan shall be negotiated within the time specified by the Contracting Officer. Failure to submit and negotiate a subcontracting plan shall make the offeror ineligible for award of a contract.

(d) The offeror's subcontracting plan shall include the following:

(1) Goals, expressed in terms of percentages of total planned subcontracting dollars, for the use of small business, veteran-owned small business, service-disabled veteran-owned small business, HUBZone small business, small disadvantaged business, and women-owned small business concerns as subcontractors. The offeror shall include all subcontracts that contribute to contract performance, and may include a proportionate share of products and services that are normally allocated as indirect costs.

(2) A statement of-

(i) Total dollars planned to be subcontracted for an individual contract plan; or the offeror's total projected sales, expressed in dollars; and the total value of projected subcontracts to support the sales for a commercial plan;

(ii) Total dollars planned to be subcontracted to small business concerns;

(iii) Total dollars planned to be subcontracted to veteran-owned small business concerns;

(iv) Total dollars planned to be subcontracted to service-disabled veteran-owned small business;

(v) Total dollars planned to be subcontracted to HUBZone small business concerns;

(vi) Total dollars planned to be subcontracted to small disadvantaged business concerns; and

(vii) Total dollars planned to be subcontracted to women-owned small business concerns.

(3) A description of the principal types of supplies and services to be subcontracted, and an identification of the types planned for subcontracting to-

(i) Small business concerns;

(ii) Veteran-owned small business concerns;

(iii) Service-disabled veteran-owned small business concerns;

(iv) HUBZone small business concerns;

(v) Small disadvantaged business concerns; and

(vi) Women-owned small business concerns.

(4) A description of the method used to develop the subcontracting goals in paragraph (d)(1) of this clause.

(5) A description of the method used to identify potential sources for solicitation purposes (e.g., existing company source lists, the Procurement Marketing and Access Network (PRO-Net) of the Small Business Administration (SBA), veterans service organizations, the National Minority Purchasing Council Vendor Information Service, the Research and Information Division of the Minority Business Development Agency in the Department of Commerce, or small, HUBZone, small disadvantaged, and women-owned small business trade associations). A firm may rely on the information contained in PRO-Net as an accurate representation of a concern's size and ownership characteristics for the purposes of maintaining a small, veteran-owned small, service-disabled veteran-owned small, HUBZone small, small disadvantaged, and women-owned small business source list. Use of PRO-Net as its source list does not relieve a firm of its responsibilities (e.g., outreach, assistance, counseling, or publicizing subcontracting opportunities) in this clause.

(6) A statement as to whether or not the offeror included indirect costs in establishing subcontracting goals, and a description of the method used to determine the proportionate share of indirect costs to be incurred with-

- (i) Small business concerns;
 - (ii) Veteran-owned small business concerns;
 - (iii) Service-disabled veteran-owned small business concerns;
 - (iv) HUBZone small business concerns;
 - (v) Small disadvantaged business concerns; and
 - (vi) Women-owned small business concerns.
- (7) The name of the individual employed by the offeror who will administer the offeror's subcontracting program, and a description of the duties of the individual.
- (8) A description of the efforts the offeror will make to assure that small business, veteran-owned small business, service-disabled veteran-owned small business, HUBZone small business, small disadvantaged business, and women-owned small business concerns have an equitable opportunity to compete for subcontracts.
- (9) Assurances that the offeror will include the clause of this contract entitled "Utilization of Small Business Concerns" in all subcontracts that offer further subcontracting opportunities, and that the offeror will require all subcontractors (except small business concerns) that receive subcontracts in excess of \$500,000 (\$1,000,000 for construction of any public facility) to adopt a subcontracting plan that complies with the requirements of this clause.
- (10) Assurances that the offeror will-
- (i) Cooperate in any studies or surveys as may be required;
 - (ii) Submit periodic reports so that the Government can determine the extent of compliance by the offeror with the subcontracting plan;
 - (iii) Submit Standard Form (SF) 294, Subcontracting Report for Individual Contracts, and/or SF 295, Summary Subcontract Report, in accordance with paragraph (j) of this clause. The reports shall provide information on subcontract awards to small business concerns, veteran-owned small business concerns, service-disabled veteran-owned small business concerns, HUBZone small business concerns, small disadvantaged business concerns, women-owned small business concerns, and Historically Black Colleges and Universities and Minority Institutions. Reporting shall be in accordance with the instructions on the forms or as provided in agency regulations.
 - (iv) Ensure that its subcontractors agree to submit SF 294 and SF 295.
- (11) A description of the types of records that will be maintained concerning procedures that have been adopted to comply with the requirements and goals in the plan, including establishing source lists; and a description of the offeror's efforts to locate small business, veteran-owned small business, service-disabled veteran-owned small business, HUBZone small business, small disadvantaged business, and women-owned small business concerns and award subcontracts to them. The records shall include at least the following (on a plant-wide or company-wide basis, unless otherwise indicated):
- (i) Source lists (e.g., PRO-Net), guides, and other data that identify small business, veteran-owned small business, service-disabled veteran-owned small business, HUBZone small business, small disadvantaged business, and women-owned small business concerns.
 - (ii) Organizations contacted in an attempt to locate sources that are small business, veteran-owned small business, service-disabled veteran-owned small business, HUBZone small business, small disadvantaged business, or women-owned small business concerns.
 - (iii) Records on each subcontract solicitation resulting in an award of more than \$100,000, indicating-
 - (A) Whether small business concerns were solicited and, if not, why not;
 - (B) Whether veteran-owned small business concerns were solicited and, if not, why not;

(C) Whether service-disabled veteran-owned small business concerns were solicited and, if not, why not;

(D) Whether HUBZone small business concerns were solicited and, if not, why not;

(E) Whether small disadvantaged business concerns were solicited and, if not, why not;

(F) Whether women-owned small business concerns were solicited and, if not, why not; and

(G) If applicable, the reason award was not made to a small business concern.

(iv) Records of any outreach efforts to contact-

(A) Trade associations;

(B) Business development organizations;

(C) Conferences and trade fairs to locate small, HUBZone small, small disadvantaged, and women-owned small business sources; and

(D) Veterans service organizations.

(v) Records of internal guidance and encouragement provided to buyers through-

(A) Workshops, seminars, training, etc.; and

(B) Monitoring performance to evaluate compliance with the program's requirements.

(vi) On a contract-by-contract basis, records to support award data submitted by the offeror to the Government, including the name, address, and business size of each subcontractor. Contractors having commercial plans need not comply with this requirement.

(e) In order to effectively implement this plan to the extent consistent with efficient contract performance, the Contractor shall perform the following functions:

(1) Assist small business, veteran-owned small business, service-disabled veteran-owned small business, HUBZone small business, small disadvantaged business, and women-owned small business concerns by arranging solicitations, time for the preparation of bids, quantities, specifications, and delivery schedules so as to facilitate the participation by such concerns. Where the Contractor's lists of potential small business, veteran-owned small business, service-disabled veteran-owned small business, HUBZone small business, small disadvantaged business, and women-owned small business subcontractors are excessively long, reasonable effort shall be made to give all such small business concerns an opportunity to compete over a period of time.

(2) Provide adequate and timely consideration of the potentialities of small business, veteran-owned small business, service-disabled veteran-owned small business, HUBZone small business, small disadvantaged business, and women-owned small business concerns in all "make-or-buy" decisions.

(3) Counsel and discuss subcontracting opportunities with representatives of small business, veteran-owned small business, service-disabled veteran-owned small business, HUBZone small business, small disadvantaged business, and women-owned small business firms.

(4) Provide notice to subcontractors concerning penalties and remedies for misrepresentations of business status as small, veteran-owned small business, HUBZone small, small disadvantaged, or women-owned small business for the purpose of obtaining a subcontract that is to be included as part or all of a goal contained in the Contractor's subcontracting plan.

(f) A master plan on a plant or division-wide basis that contains all the elements required by paragraph (d) of this clause, except goals, may be incorporated by reference as a part of the subcontracting plan required of the offeror by this clause; provided-

(1) The master plan has been approved;

(2) The offeror ensures that the master plan is updated as necessary and provides copies of the approved master

plan, including evidence of its approval, to the Contracting Officer; and

- (3) Goals and any deviations from the master plan deemed necessary by the Contracting Officer to satisfy the requirements of this contract are set forth in the individual subcontracting plan.
- (g) A commercial plan is the preferred type of subcontracting plan for contractors furnishing commercial items. The commercial plan shall relate to the offeror's planned subcontracting generally, for both commercial and Government business, rather than solely to the Government contract. Commercial plans are also preferred for subcontractors that provide commercial items under a prime contract, whether or not the prime contractor is supplying a commercial item.
- h) Prior compliance of the offeror with other such subcontracting plans under previous contracts will be considered by the Contracting Officer in determining the responsibility of the offeror for award of the contract.
- (i) The failure of the Contractor or subcontractor to comply in good faith with-
 - (1) The clause of this contract entitled "Utilization Of Small Business Concerns;" or
 - (2) An approved plan required by this clause, shall be a material breach of the contract.
- (j) The Contractor shall submit the following reports:
 - (1) *Standard Form 294, Subcontracting Report for Individual Contracts*. This report shall be submitted to the Contracting Officer semiannually and at contract completion. The report covers subcontract award data related to this contract. This report is not required for commercial plans.
 - (2) *Standard Form 295, Summary Subcontract Report*. This report encompasses all of the contracts with the awarding agency. It must be submitted semi-annually for contracts with the Department of Defense and annually for contracts with civilian agencies. If the reporting activity is covered by a commercial plan, the reporting activity must report annually all subcontract awards under that plan. All reports submitted at the close of each fiscal year (both individual and commercial plans) shall include a breakout, in the Contractor's format, of subcontract awards, in whole dollars, to small disadvantaged business concerns by North American Industry Classification System (NAICS) Industry Subsector. For a commercial plan, the Contractor may obtain from each of its subcontractors a predominant NAICS Industry Subsector and report all awards to that subcontractor under its predominant NAICS Industry Subsector.

52.219-16

LIQUIDATED DAMAGES—SUBCONTRACTING PLAN (JAN 1999)

- (a) "Failure to make a good faith effort to comply with the subcontracting plan", as used in this clause, means a willful or intentional failure to perform in accordance with the requirements of the subcontracting plan approved under the clause in this contract entitled "Small Business Subcontracting Plan," or willful or intentional action to frustrate the plan.
- (b) Performance shall be measured by applying the percentage goals to the total actual subcontracting dollars or, if a commercial plan is involved, to the pro rata share of actual subcontracting dollars attributable to Government contracts covered by the commercial plan. If, at contract completion or, in the case of a commercial plan, at the close of the fiscal year for which the plan is applicable, the Contractor has failed to meet its subcontracting goals and the Contracting Officer decides in accordance with paragraph (c) of this clause that the Contractor failed to make a good faith effort to comply with its subcontracting plan, established in accordance with the clause in this contract entitled "Small Business Subcontracting Plan," the Contractor shall pay the Government liquidated damages in an amount stated. The amount of probable damages attributable to the Contractor's failure to comply shall be an amount equal to the actual dollar amount by which the Contractor failed to achieve each subcontract goal.
- (c) Before the Contracting Officer makes a final decision that the Contractor has failed to make such good faith effort, the Contracting Officer shall give the Contractor written notice specifying the failure and permitting the Contractor to demonstrate what good faith efforts have been made and to discuss the matter. Failure to respond to the notice may be taken as an admission that no valid explanation exists. If, after consideration of all the pertinent data, the Contracting Officer finds that the Contractor failed to make a good faith effort to comply with the subcontracting plan, the Contracting

Officer shall issue a final decision to that effect and require that the Contractor pay the Government liquidated damages as provided in paragraph (b) of this clause.

- (d) With respect to commercial plans, the Contracting Officer who approved the plan will perform the functions of the Contracting Officer under this clause on behalf of all agencies with contracts covered by the commercial plan.
- (e) The Contractor shall have the right of appeal, under the clause in this contract entitled Disputes, from any final decision of the Contracting Officer.
- (f) Liquidated damages shall be in addition to any other remedies that the Government may have.

52.222-1 NOTICE TO THE GOVERNMENT OF LABOR DISPUTES (FEB 1997)

If the Contractor has knowledge that any actual or potential labor dispute is delaying or threatens to delay the timely performance of this contract, the Contractor shall immediately give notice, including all relevant information, to the Contracting Officer.

52.222-35 AFFIRMATIVE ACTION FOR SPECIAL DISABLED AND VIETNAM ERA VETERANS (DEC 2001) (a)

Definitions. As used in this clause-

"All employment openings" means all positions except executive and top management, those positions that will be filled from within the Contractor's organization, and positions lasting 3 days or less. This term includes full-time employment, temporary employment of more than 3 days duration, and part-time employment.

"Executive and top management" means any employee-

- (1) Whose primary duty consists of the management of the enterprise in which the individual is employed or of a customarily recognized department or subdivision thereof;
- (2) Who customarily and regularly directs the work of two or more other employees;
- (3) Who has the authority to hire or fire other employees or whose suggestions and recommendations as to the hiring or firing and as to the advancement and promotion or any other change of status of other employees will be given particular weight;
- (4) Who customarily and regularly exercises discretionary powers; and
- (5) Who does not devote more than 20 percent or, in the case of an employee of a retail or service establishment, who does not devote more than 40 percent of total hours of work in the work week to activities that are not directly and closely related to the performance of the work described in paragraphs (1) through (4) of this definition. This paragraph (5) does not apply in the case of an employee who is in sole charge of an establishment or a physically separated branch establishment, or who owns at least a 20 percent interest in the enterprise in which the individual is employed.

"Other eligible veteran" means any other veteran who served on active duty during a war or in a campaign or expedition for which a campaign badge has been authorized.

"Positions that will be filled from within the Contractor's organization" means employment openings for which the Contractor will give no consideration to persons outside the Contractor's organization (including any affiliates, subsidiaries, and parent companies) and includes any openings the Contractor proposes to fill from regularly established "recall" lists. The exception does not apply to a particular opening once an employer decides to consider applicants outside of its organization.

"Qualified special disabled veteran" means a special disabled veteran who satisfies the requisite skill, experience, education, and other job-related requirements of the employment position such veteran holds or desires, and who, with or without reasonable accommodation, can perform the essential functions of such position.

"Special disabled veteran" means-

(1) A veteran who is entitled to compensation (or who but for the receipt of military retired pay would be entitled to compensation) under laws administered by the Department of Veterans Affairs for a disability-

(i) Rated at 30 percent or more; or

(ii) Rated at 10 or 20 percent in the case of a veteran who has been determined under 38 U.S.C. 3106 to have a serious employment handicap (i.e., a significant impairment of the veteran's ability to prepare for, obtain, or retain employment consistent with the veteran's abilities, aptitudes, and interests); or

(2) A person who was discharged or released from active duty because of a service-connected disability.

"Veteran of the Vietnam era" means a person who-

(1) Served on active duty for a period of more than 180 days and was discharged or released from active duty with other than a dishonorable discharge, if any part of such active duty occurred-

(i) In the Republic of Vietnam between February 28, 1961, and May 7, 1975; or

(ii) Between August 5, 1964, and May 7, 1975, in all other cases; or

(2) Was discharged or released from active duty for a service-connected disability if any part of the active duty was performed-

(i) In the Republic of Vietnam between February 28, 1961, and May 7, 1975; or

(ii) Between August 5, 1964, and May 7, 1975, in all other cases.

(b) *General.*

(1) The Contractor shall not discriminate against the individual because the individual is a special disabled veteran, a veteran of the Vietnam era, or other eligible veteran, regarding any position for which the employee or applicant for employment is qualified. The Contractor shall take affirmative action to employ, advance in employment, and otherwise treat qualified special disabled veterans, veterans of the Vietnam era, and other eligible veterans without discrimination based upon their disability or veterans' status in all employment practices such as-

(i) Recruitment, advertising, and job application procedures;

(ii) Hiring, upgrading, promotion, award of tenure, demotion, transfer, layoff, termination, right of return from layoff and rehiring;

(iii) Rate of pay or any other form of compensation and changes in compensation;

(iv) Job assignments, job classifications, organizational structures, position descriptions, lines of progression, and seniority lists;

(v) Leaves of absence, sick leave, or any other leave;

(vi) Fringe benefits available by virtue of employment, whether or not administered by the Contractor;

(vii) Selection and financial support for training, including apprenticeship, and on-the-job training under 38 U.S.C. 3687, professional meetings, conferences, and other related activities, and selection for leaves of absence to pursue training;

(viii) Activities sponsored by the Contractor including social or recreational programs; and

(ix) Any other term, condition, or privilege of employment.

(2) The Contractor shall comply with the rules, regulations, and relevant orders of the Secretary of Labor issued under the Vietnam Era Veterans' Readjustment Assistance Act of 1972 (the Act), as amended (38 U.S.C. 4211 and 4212).

(c) Listing openings.

(1) The Contractor shall immediately list all employment openings that exist at the time of the execution of this contract and those which occur during the performance of this contract, including those not generated by this contract, and including those occurring at an establishment of the Contractor other than the one where the contract is being performed, but excluding those of independently operated corporate affiliates, at an appropriate local public employment service office of the State wherein the opening occurs. Listing employment openings with the U.S. Department of Labor's America's Job Bank shall satisfy the requirement to list jobs with the local employment service office.

(2) The Contractor shall make the listing of employment openings with the local employment service office at least concurrently with using any other recruitment source or effort and shall involve the normal obligations of placing a bona fide job order, including accepting referrals of veterans and nonveterans. This listing of employment openings does not require hiring any particular job applicant or hiring from any particular group of job applicants and is not intended to relieve the Contractor from any requirements of Executive orders or regulations concerning nondiscrimination in employment.

(3) Whenever the Contractor becomes contractually bound to the listing terms of this clause, it shall advise the State public employment agency in each State where it has establishments of the name and location of each hiring location in the State. As long as the Contractor is contractually bound to these terms and has so advised the State agency, it need not advise the State agency of subsequent contracts. The Contractor may advise the State agency when it is no longer bound by this contract clause.

(d) Applicability. This clause does not apply to the listing of employment openings that occur and are filled outside the 50 States, the District of Columbia, the Commonwealth of Puerto Rico, the Commonwealth of the Northern Mariana Islands, American Samoa, Guam, the Virgin Islands of the United States, and Wake Island.

(e) Postings.

(1) The Contractor shall post employment notices in conspicuous places that are available to employees and applicants for employment.

(2) The employment notices shall-

(i) State the rights of applicants and employees as well as the Contractor's obligation under the law to take affirmative action to employ and advance in employment qualified employees and applicants who are special disabled veterans, veterans of the Vietnam era, and other eligible veterans; and

(ii) Be in a form prescribed by the Deputy Assistant Secretary for Federal Contract Compliance Programs, Department of Labor (Deputy Assistant Secretary of Labor), and provided by or through the Contracting Officer.

(3) The Contractor shall ensure that applicants or employees who are special disabled veterans are informed of the contents of the notice (e.g., the Contractor may have the notice read to a visually disabled veteran, or may lower the posted notice so that it can be read by a person in a wheelchair).

(4) The Contractor shall notify each labor union or representative of workers with which it has a collective bargaining agreement, or other contract understanding, that the Contractor is bound by the terms of the Act and is committed to take affirmative action to employ, and advance in employment, qualified special disabled veterans, veterans of the Vietnam era, and other eligible veterans.

(f) Noncompliance. If the Contractor does not comply with the requirements of this clause, the Government may take appropriate actions under the rules, regulations, and relevant orders of the Secretary of Labor issued pursuant to the Act.

(g) Subcontracts. The Contractor shall insert the terms of this clause in all subcontracts or purchase orders of \$25,000 or more unless exempted by rules, regulations, or orders of the Secretary of Labor. The Contractor shall act as specified by the Deputy Assistant Secretary of Labor to enforce the terms, including action for noncompliance.

52.222-37

EMPLOYMENT REPORTS ON SPECIAL DISABLED VETERANS AND VETERANS OF THE VIETNAM ERA (DEC 2001)

(a) Unless the Contractor is a State or local government agency, the Contractor shall report at least annually, as required by the Secretary of Labor, on-

(1) The number of special disabled veterans, the number of veterans of the Vietnam era, and other eligible veterans in the workforce of the Contractor by job category and hiring location; and

(2) The total number of new employees hired during the period covered by the report, and of the total, the number of special disabled veterans, the number of veterans of the Vietnam era, and the number of other eligible veterans; and

(3) The maximum number and the minimum number of employees of the Contractor during the period covered by the report.

(b) The Contractor shall report the above items by completing the Form VETS100, entitled "Federal Contractor Veterans' Employment Report (VETS100 Report)".

(c) The Contractor shall submit VETS100 Reports no later than September 30 of each year beginning September 30, 1988.

(d) The employment activity report required by paragraph (a)(2) of this clause shall reflect total hires during the most recent 12month period as of the ending date selected for the employment profile report required by paragraph (a)(1) of this clause. Contractors may select an ending date-

(1) As of the end of any pay period between July 1 and August 31 of the year the report is due; or

(2) As of December 31, if the Contractor has prior written approval from the Equal Employment Opportunity Commission to do so for purposes of submitting the Employer Information Report EEO-1 (Standard Form 100).

(e) The Contractor shall base the count of veterans reported according to paragraph (a) of this clause on voluntary disclosure. Each Contractor subject to the reporting requirements at 38 U.S.C. 4212 shall invite all special disabled veterans, veterans of the Vietnam era, and other eligible veterans who wish to benefit under the affirmative action program at 38 U.S.C. 4212 to identify themselves to the Contractor. The invitation shall state that-

(1) The information is voluntarily provided;

(2) The information will be kept confidential;

(3) Disclosure or refusal to provide the information will not subject the applicant or employee to any adverse treatment; and

(4) The information will be used only in accordance with the regulations promulgated under 38 U.S.C. 4212.

(f) The Contractor shall insert the terms of this clause in all subcontracts or purchase orders of \$25,000 or more unless exempted by rules, regulations, or orders of the Secretary of Labor.

52.225-5

TRADE AGREEMENTS (DEC 2001) (a) *Definitions.* As used in this clause-

"Caribbean Basin country" means any of the following countries: Antigua and Barbuda, Aruba, Bahamas, Barbados, Belize, British Virgin Islands, Costa Rica, Dominica, El Salvador, Grenada, Guatemala, Guyana, Haiti, Jamaica, Montserrat, Netherlands Antilles, Nicaragua, Panama, St. Kitts and Nevis, St. Lucia, St. Vincent and the Grenadines, Trinidad and Tobago.

"Caribbean Basin country end product" means an article that-

(1) Is wholly the growth, product, or manufacture of a Caribbean Basin country; or

(2) In the case of an article that consists in whole or in part of materials from another country, has been substantially transformed in a Caribbean Basin country into a new and different article of commerce with a name, character, or use distinct from that of the article or articles from which it was transformed. The term refers to a product offered for purchase under a supply contract, but for purposes of calculating the value of the end product includes services (except transportation services) incidental to the article, provided that the value of those incidental services does not exceed that of the article itself. The term excludes products that are excluded from duty-free treatment for Caribbean countries under 19 U.S.C. 2703(b), which presently are-

(i) Textiles and apparel articles that are subject to textile agreements;

(ii) Footwear, handbags, luggage, flat goods, work gloves, and leather wearing apparel not designated as eligible articles for the purpose of the Generalized System of Preferences under Title V of the Trade Act of 1974;

(iii) Tuna, prepared or preserved in any manner in airtight containers;

(iv) Petroleum, or any product derived from petroleum; and

(v) Watches and watch parts (including cases, bracelets, and straps) of whatever type including, but not limited to, mechanical, quartz digital, or quartz analog, if such watches or watch parts contain any material that is the product of any country to which the Harmonized Tariff Schedule of the United States (HTSUS) column 2 rates of duty apply.

"Designated country" means any of the following countries:

Aruba	Kiribati
Austria	Korea, Republic of
Bangladesh	Lesotho
Belgium	Liechtenstein
Benin	Luxembourg
Bhutan	Malawi
Botswana	Maldives
Burkina Faso	Mali
Burundi	Mozambique
Canada	Nepal
Cape Verde	Netherlands
Central African Republic	Niger
Chad	Norway
Comoros	Portugal
Denmark	Rwanda
Djibouti	Sao Tome and Principe
Equatorial Guinea	Sierra Leone
Finland	Singapore
France	Somalia
Gambia	Spain
Germany	Sweden
Greece	Switzerland
Guinea	Tanzania U.R.
Guinea-Bissau	Togo
Haiti	Tuvalu
Hong Kong	Uganda
Iceland	United Kingdom

Ireland	Vanuatu
Israel	Western Samoa
Italy	Yemen
Japan	

"Designated country end product" means an article that-

- (1) Is wholly the growth, product, or manufacture of a designated country; or
- (2) In the case of an article that consists in whole or in part of materials from another country, has been substantially transformed in a designated country into a new and different article of commerce with a name, character, or use distinct from that of the article or articles from which it was transformed. The term refers to a product offered for purchase under a supply contract, but for purposes of calculating the value of the end product includes services (except transportation services) incidental to the article, provided that the value of those incidental services does not exceed that of the article itself.

"End product" means supplies delivered under a line item of a Government contract.

"North American Free Trade Agreement country" means Canada or Mexico.

"North American Free Trade Agreement country end product" means an article that-

- (1) Is wholly the growth, product, or manufacture of a North American Free Trade Agreement (NAFTA) country; or
- (2) In the case of an article that consists in whole or in part of materials from another country, has been substantially transformed in a NAFTA country into a new and different article of commerce with a name, character, or use distinct from that of the article or articles from which it was transformed. The term refers to a product offered for purchase under a supply contract, but for purposes of calculating the value of the end product includes services (except transportation services) incidental to the article, provided that the value of those incidental services does not exceed that of the article itself.

"United States" means the 50 States and the District of Columbia, U.S. territories and possessions, Puerto Rico, the Northern Mariana Islands, and any other place subject to U.S. jurisdiction, but does not include leased bases.

"U.S.-made end product" means an article that is mined, produced, or manufactured in the United States or that is substantially transformed in the United States into a new and different article of commerce with a name, character, or use distinct from that of the article or articles from which it was transformed.

- (b) *Implementation.* This clause implements the Trade Agreements Act (19 U.S.C. 2501, *et seq.*) and the North American Free Trade Agreement Implementation Act of 1993 (NAFTA) (19 U.S.C. 3301 note), by restricting the acquisition of end products that are not U.S.-made, designated country, Caribbean Basin country, or NAFTA country end products.
- (c) *Delivery of end products.* The Contracting Officer has determined that the Trade Agreements Act and NAFTA apply to this acquisition. Unless otherwise specified, these trade agreements apply to all items in the Schedule. The Contractor shall deliver under this contract only U.S.-made, designated country, Caribbean Basin country, or NAFTA country end products except to the extent that, in its offer, it specified delivery of other end products in the provision entitled "Trade Agreements Certificate."

52.229-1 STATE AND LOCAL TAXES (APR 1984)

Notwithstanding the terms of the Federal, State, and Local Taxes clause, the contract price excludes all State and local taxes levied on or measured by the contract or sales price of the services or completed supplies furnished under this contract. The Contractor shall state separately on its invoices taxes excluded from the contract price, and the Government agrees either to pay the amount of the taxes to the Contractor or provide evidence necessary to sustain an exemption.

52.232-17 INTEREST (JUN 1996)

- (a) Except as otherwise provided in this contract under a Price Reduction for Defective Cost or Pricing Data clause or a Cost Accounting Standards clause, all amounts that become payable by the Contractor to the Government under this contract (net of any applicable tax credit under the Internal Revenue Code (26 U.S.C. 1481)) shall bear simple interest from the date due until paid unless paid within 30 days of becoming due. The interest rate shall be the interest rate established by the Secretary of the Treasury as provided in Section 12 of the Contract Disputes Act of 1978 (Public Law 95-563), which is applicable to the period in which the amount becomes due, as provided in paragraph (b) of this clause, and then at the rate applicable for each six-month period as fixed by the Secretary until the amount is paid.
- (b) Amounts shall be due at the earliest of the following dates:
 - (1) The date fixed under this contract.
 - (2) The date of the first written demand for payment consistent with this contract, including any demand resulting from a default termination.
 - (3) The date the Government transmits to the Contractor a proposed supplemental agreement to confirm completed negotiations establishing the amount of debt.
 - (4) If this contract provides for revision of prices, the date of written notice to the Contractor stating the amount of refund payable in connection with a pricing proposal or a negotiated pricing agreement not confirmed by contract modification.
- (b) The interest charge made under this clause may be reduced under the procedures prescribed in 32.614-2 of the Federal Acquisition Regulation in effect on the date of this contract.

52.232-33 PAYMENT BY ELECTRONIC FUNDS TRANSFER—CENTRAL CONTRACTOR REGISTRATION (MAY 1999)

- (a) Method of payment.
 - (1) All payments by the Government under this contract shall be made by electronic funds transfer (EFT), except as provided in paragraph (a)(2) of this clause. As used in this clause, the term "EFT" refers to the funds transfer and may also include the payment information transfer.
 - (2) In the event the Government is unable to release one or more payments by EFT, the Contractor agrees to either—
 - (i) Accept payment by check or some other mutually agreeable method of payment; or
 - (ii) Request the Government to extend the payment due date until such time as the Government can make payment by EFT (but see paragraph (d) of this clause).
- (b) Contractor's EFT information. The Government shall make payment to the Contractor using the EFT information contained in the Central Contractor Registration (CCR) database. In the event that the EFT information changes, the Contractor shall be responsible for providing the updated information to the CCR database.
- (c) Mechanisms for EFT payment. The Government may make payment by EFT through either the Automated Clearing House (ACH) network, subject to the rules of the National Automated Clearing House Association, or the Fedwire Transfer System. The rules governing Federal payments through the ACH are contained in 31 CFR part 210.
- (d) Suspension of payment. If the Contractor's EFT information in the CCR database is incorrect, then the Government need not make payment to the Contractor under this contract until correct EFT information is entered into the CCR database; and any invoice or contract financing request shall be deemed not to be a proper invoice for the purpose of prompt

payment under this contract. The prompt payment terms of the contract regarding notice of an improper invoice and delays in accrual of interest penalties apply.

- (e) Contractor EFT arrangements. If the Contractor has identified multiple payment receiving points (i.e., more than one remittance address and/or EFT information set) in the CCR database, and the Contractor has not notified the Government of the payment receiving point applicable to this contract, the Government shall make payment to the first payment receiving point (EFT information set or remittance address as applicable) listed in the CCR database.
- (f) Liability for uncompleted or erroneous transfers.
 - (1) If an uncompleted or erroneous transfer occurs because the Government used the Contractor's EFT information incorrectly, the Government remains responsible for—
 - (i) Making a correct payment;
 - (ii) Paying any prompt payment penalty due; and
 - (iii) Recovering any erroneously directed funds.
 - (2) If an uncompleted or erroneous transfer occurs because the Contractor's EFT information was incorrect, or was revised within 30 days of Government release of the EFT payment transaction instruction to the Federal Reserve System, and—
 - (i) If the funds are no longer under the control of the payment office, the Government is deemed to have made payment and the Contractor is responsible for recovery of any erroneously directed funds; or
 - (ii) If the funds remain under the control of the payment office, the Government shall not make payment, and the provisions of paragraph (d) of this clause shall apply.
- (g) EFT and prompt payment. A payment shall be deemed to have been made in a timely manner in accordance with the prompt payment terms of this contract if, in the EFT payment transaction instruction released to the Federal Reserve System, the date specified for settlement of the payment is on or before the prompt payment due date, provided the specified payment date is a valid date under the rules of the Federal Reserve System.
- (h) EFT and assignment of claims. If the Contractor assigns the proceeds of this contract as provided for in the assignment of claims terms of this contract, the Contractor shall require as a condition of any such assignment, that the assignee shall register in the CCR database and shall be paid by EFT in accordance with the terms of this clause. In all respects, the requirements of this clause shall apply to the assignee as if it were the Contractor. EFT information that shows the ultimate recipient of the transfer to be other than the Contractor, in the absence of a proper assignment of claims acceptable to the Government, is incorrect EFT information within the meaning of paragraph (d) of this clause.
- (i) Liability for change of EFT information by financial agent. The Government is not liable for errors resulting from changes to EFT information made by the Contractor's financial agent.
- (j) Payment information. The payment or disbursing office shall forward to the Contractor available payment information that is suitable for transmission as of the date of release of the EFT instruction to the Federal Reserve System. The Government may request the Contractor to designate a desired format and method(s) for delivery of payment information from a list of formats and methods the payment office is capable of executing. However, the Government does not guarantee that any particular format or method of delivery is available at any particular payment office and retains the latitude to use the format and delivery method most convenient to the Government. If the Government makes payment by check in accordance with paragraph (a) of this clause, the Government shall mail the payment information to the remittance address contained in the CCR database.

52.232-37 MULTIPLE PAYMENT ARRANGEMENTS (MAY 1999)

This contract or agreement provides for payments to the Contractor through several alternative methods. The applicability of specific methods of payment and the designation of the payment office(s) are either stated—

- (a) Elsewhere in this contract or agreement; or
- (b) In individual orders placed under this contract or agreement.

52.242-13 BANKRUPTCY (JUL 1995)

In the event the Contractor enters into proceedings relating to bankruptcy, whether voluntary or involuntary, the Contractor agrees to furnish, by certified mail or electronic commerce method authorized by the contract, written notification of the bankruptcy to the Contracting Officer responsible for administering the contract. This notification shall be furnished within five days of the initiation of the proceedings relating to bankruptcy filing. This notification shall include the date on which the bankruptcy petition was filed, the identity of the court in which the bankruptcy petition was filed, and a listing of Government contract numbers and contracting offices for all Government contracts against which final payment has not been made. This obligation remains in effect until final payment under this contract.

52.244-6 SUBCONTRACTS FOR COMMERCIAL ITEMS (DEC 2001)

- (a) *Definitions.* As used in this clause—

"Commercial item" has the meaning contained in the clause at 52.202-1, Definitions.

"Subcontract" includes a transfer of commercial items between divisions, subsidiaries, or affiliates of the Contractor or subcontractor at any tier.

- (b) To the maximum extent practicable, the Contractor shall incorporate, and require its subcontractors at all tiers to incorporate, commercial items or nondevelopmental items as components of items to be supplied under this contract.

- (c)(1) The Contractor shall insert the following clauses in subcontracts for commercial items:

(i) 52.219-8, Utilization of Small Business Concerns (Oct 2000) (15 U.S.C. 637(d)(2) and (3)), in all subcontracts that offer further subcontracting opportunities. If the subcontract (except subcontracts to small business concerns) exceeds \$500,000 (\$1,000,000 for construction of any public facility), the subcontractor must include 52.2198 in lower tier subcontracts that offer subcontracting opportunities.

(ii) 52.222-26, Equal Opportunity (Apr 2002) (E.O. 11246).

(iii) 52.222-35, Equal Opportunity for Special Disabled Veterans, Veterans of the Vietnam Era, and Other Eligible Veterans (Dec 2001) (38 U.S.C. 4212(a));

(iv) 52.222-36, Affirmative Action for Workers with Disabilities (June 1998) (29 U.S.C. 793).

(v) 52.247-64, Preference for Privately Owned U.S.-Flagged Commercial Vessels (June 2000) (46 U.S.C. Appx 1241) (flowdown not required for subcontracts awarded beginning May 1, 1996).

- (2) While not required, the Contractor may flow down to subcontracts for commercial items a minimal number of additional clauses necessary to satisfy its contractual obligations.

- (d) The Contractor shall include the terms of this clause, including this paragraph (d), in subcontracts awarded under this contract.

52.247-34 F.O.B. DESTINATION (NOV 1991)

(a) The term "f.o.b. destination," as used in this clause, means—

- (1) Free of expense to the Government, on board the carrier's conveyance, at a specified delivery point where the consignee's facility (plant, warehouse, store, lot, or other location to which shipment can be made) is located; and
- (2) Supplies shall be delivered to the destination consignee's wharf (if destination is a port city and supplies are for export), warehouse unloading platform, or receiving dock, at the expense of the Contractor. The Government shall not be liable for any delivery, storage, demurrage, accessorial, or other charges involved before the actual delivery (or "constructive placement" as defined in carrier tariffs) of the supplies to the destination, unless such charges are caused by an act or order of the Government acting in its contractual capacity. If rail carrier is used, supplies shall be delivered to the specified unloading platform of the consignee. If motor carrier (including "piggyback") is used, supplies shall be delivered to truck tailgate at the unloading platform of the consignee, except when the supplies delivered meet the requirements of Item 568 of the National Motor Freight Classification for "heavy or bulky freight." When supplies meeting the requirements of the referenced Item 568 are delivered, unloading (including movement to the tailgate) shall be performed by the consignee, with assistance from the truck driver, if requested. If the Contractor uses rail carrier or freight forwarder for less than carload shipments, the Contractor shall ensure that the carrier will furnish tailgate delivery, when required, if transfer to truck is required to complete delivery to consignee.

(b) The Contractor shall—

- (1)
 - (i) Pack and mark the shipment to comply with contract specifications; or
 - (ii) In the absence of specifications, prepare the shipment in conformance with carrier requirements;
- (2) Prepare and distribute commercial bills of lading;
- (3) Deliver the shipment in good order and condition to the point of delivery specified in the contract;
- (4) Be responsible for any loss of and/or damage to the goods occurring before receipt of the shipment by the consignee at the delivery point specified in the contract;
- (5) Furnish a delivery schedule and designate the mode of delivering carrier; and
- (6) Pay and bear all charges to the specified point of delivery.

52.247-38 F.O.B. INLAND CARRIER, POINT OF EXPORTATION (APR 1984)

(a) The term "f.o.b. inland carrier, point of exportation," as used in this clause, means free of expense to the Government, on board the conveyance of the inland carrier, delivered to the specified point of exportation.

(b) The Contractor shall—

- (1)
 - (i) Pack and mark the shipment to comply with contract specifications; or
 - (ii) In the absence of specifications, prepare the shipment for ocean transportation in conformance with carrier requirements to protect the goods and to ensure assessment of the lowest applicable transportation charge;
- (2) Prepare and distribute commercial bills of lading;
- (3)
 - (i) Deliver the shipment in good order and condition in or on the conveyance of the carrier on the date or within the period specified; and

- (ii) Pay and bear all applicable charges, including transportation costs, to the point of delivery specified in the contract;
- (4) Be responsible for any loss of and/or damage to the goods occurring before delivery of the shipment to the point of delivery in the contract; and
- (5) At the Government's request and expense, assist in obtaining the documents required for (i) exportation or (ii) importation at destination.

52.247-39

F.O.B. INLAND POINT, COUNTRY OF IMPORTATION (APR 1984)

- (a) The term "f.o.b. inland point, country of importation," as used in this clause, means free of expense to the Government, on board the indicated type of conveyance of the carrier, delivered to the specified inland point where the consignee's facility is located.
- (b) The Contractor shall—
 - (1)
 - (i) Pack and mark the shipment to comply with contract specifications; or
 - (ii) In the absence of specifications, prepare the shipment for ocean transportation in conformance with carrier requirements to protect the goods;
 - (2)
 - (i) Deliver, in or on the inland carrier's conveyance, the shipment in good order and condition to the specified inland point where the consignee's facility is located; and
 - (ii) Pay and bear all applicable charges incurred up to the point of delivery, including transportation costs; export, import, or other fees or taxes; costs of landing; wharfage costs; customs duties and costs of certificates of origin; consular invoices; and other documents that may be required for importation; and
 - (3) Be responsible for any loss of and/or damage to the goods until their arrival on or in the carrier's conveyance at the specified inland point.

52.247-58

**LOADING, BLOCKING, AND BRACING OF FREIGHT CAR AND TRAILER-ON-FLAT CAR
(PIGGYBACK) SHIPMENTS (DEVIATION—OCT 1984)**

- (a) Upon receipt of shipping instructions, as provided in this contract, the supplies to be included in any freight carload or trailer load (piggyback) shipment by rail shall be loaded, blocked, and braced by the Contractor in accordance with the standards published by the Association of American Railroads and effective at the time of shipment.
- (b) Shipments, for which the Association of American Railroads has published no such standards, shall be loaded, blocked, and braced in accordance with standards established by the shipper as evidenced by written acceptance of an authorized representative of the carrier.
- (c) The Contractor shall be liable for payment of any damage to any supplies caused by the failure to load, block, and brace in accordance with acceptable standards set forth herein.
- (c) A copy of the appropriate pamphlet of the Association of American Railroads may be obtained from that Association.

52.252-2 CLAUSES INCORPORATED BY REFERENCE (FEB 1998) Clauses also included in attachment to the announcement in the FEDBIZOPS at www.eps.gov. This contract incorporates one or more clauses by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. Also, the full text of a clause may be accessed electronically at this/these address(es):

For contract clauses which are contained in the Federal Acquisition Regulation (FAR) the address is <http://www.arnet.gov/far/>. To request a copy from Contracting Officer, fax request to (816) 926-5019 (Attn: See attachments for your department's assigned contract specialist).

552.203-71 RESTRICTION ON ADVERTISING (SEP 1999)

The Contractor shall not refer to this contract in commercial advertising or similar promotions in such a manner as to state or imply that the product or service provided is endorsed or preferred by the White House, the Executive Office of the President, or any other element of the Federal Government, or is considered by these entities to be superior to other products or services. Any advertisement by the Contractor, including price-off coupons, that refers to a military resale activity shall contain the following statement: "This advertisement is neither paid for nor sponsored, in whole or in part, by any element of the United States Government."

552.211-73 MARKING (FEB 1996) (Applicable to GSA Depot Deliveries)

(a) General requirements. Interior packages, if any, and exterior shipping containers shall be marked as specified elsewhere in the contract. Additional marking requirements may be specified on delivery orders issued under the contract. If not otherwise specified, interior packages and exterior shipping containers shall be marked in accordance with the following standards.

- (1) Deliveries to civilian activities. Supplies shall be marked in accordance with Federal Standard 123, edition in effect on the date of issuance of the solicitation.
- (2) Deliveries to military activities. Supplies shall be marked in accordance with Military Standard 129, edition in effect on the date of issuance of the solicitation.

(b) Improperly marked material. When Government inspection and acceptance are at destination, and delivered supplies are not marked in accordance with contract requirements, the Government has the right, without prior notice to the Contractor to perform the required marking, by contract or otherwise, and charge the Contractor, therefor at the rate specified elsewhere in this contract. This right is not exclusive, and is in addition to other rights or remedies provided for in this contract.

552.211-74 CHARGES FOR MARKING (FEB 1996) (Applicable to GSA Depot Deliveries)

The rate provided for in paragraph (b) of 48 CFR 552.211-73, Marking, is \$40.00 per man-hour or fraction thereof.

552.211-75 PRESERVATION, PACKAGING, AND PACKING (FEB 1996)

Unless otherwise specified, all items shall be preserved, packaged, and packed in accordance with normal commercial practices, as defined in the applicable commodity specification. Packaging and packing shall comply with the requirements of the Uniform Freight Classification and the National Motor Freight Classification (issue in effect at time of shipment) and each shipping container of each item in a shipment shall be of uniform size and content, except for residual quantities. Where special or unusual packing is specified in an order, but not specifically provided for by the contract, such packing details must be the subject of an agreement independently arrived at between the ordering agency and the Contractor.

552.211-77 PACKING LIST (FEB 1996)

(a) A packing list or other suitable shipping document shall accompany each shipment and shall indicate: (1) Name and address of consignor; (2) Name and complete address of consignee; (3) Government order or requisition number; (4)

Government bill of lading number covering the shipment (if any); and (5) Description of the material shipped, including item number, quantity, number of containers, and package number (if any).

- (b) When payment will be made by Government commercial credit card, in addition to the information in (a) above, the packing list or shipping document shall include: (1) Cardholder name and telephone number and (2) the term "Credit Card."

552.211-78 COMMERCIAL DELIVERY SCHEDULE (MULTIPLE AWARD SCHEDULE) (FEB 1996)
(See Attachments 5 and 6 for Delivery requirements for Appliances and Tools)

(a) Time of Delivery. The Contractor shall deliver to destination within the number of calendar days after receipt of order (ARO) in the case of F.O.B. Destination prices; or to place of shipment in transit in the case of F.O.B. Origin prices, as set forth below. Offerors shall insert in the "Time of Delivery (days ARO)" column in the schedule of Items a definite number of calendar days within which delivery will be made. In no case shall the offered delivery time exceed the Contractor's normal commercial practice. The Government requires the Contractor's normal commercial delivery time, as long as it is less than the "stated" delivery time(s) shown below. If the offeror does not insert a delivery time in the schedule of items, the offeror will be deemed to offer delivery in accordance with the Government's stated delivery time, as stated below:

ITEMS OR GROUP OF ITEMS (Special item No. or nomenclature)	GOVERNMENT'S STATED DELIVERY TIME (Days ARO)	CONTRACTOR'S NORMAL COMMERCIAL DELIVERY TIME
All SINS	30-45 Days ARO	30 days or as agreed to between Terminix International Company LP and Customer

- (b) Expedited Delivery Times. For those items that can be delivered quicker than the delivery times in paragraph (a), above, the offeror is requested to insert below, a time (hours/days ARO) that delivery can be made when expedited delivery is requested.

ITEM OR GROUP OF ITEMS (special (Special Item No. of nomenclature)	Expedited delivery time (Hours/Days ARO)
_____	_____
_____	_____
_____	_____

- (c) Overnight and 2-Day Delivery Times. Ordering activities may require overnight or 2—day delivery. The Offeror is requested to annotate its price list or by separate attachment identify the items that can be delivered overnight or within 2 days. Contractors offering such delivery services will be required to state in the cover sheet to its FSS price list details concerning this service.

552.211-82 NOTICE OF SHIPMENT (FEB 1996)

If specified in an order placed under this contract, the Contractor shall, at the time each shipment is made on such order, furnish a notice of shipment to either the consignee or the ordering office or both, as specified. This requirement may be satisfied by completion and return of appropriate forms furnished by the ordering office or by the furnishing of copies of bills of lading, freight bills, or similar documents in accordance with normal commercial practice if such document clearly identifies the order number, items and quantities shipped, date of shipment, point of origin, method of shipment and routing, and the name of initial carrier.

552.212-71 CONTRACT TERMS AND CONDITIONS APPLICABLE TO GSA ACQUISITION OF COMMERCIAL ITEMS (JUL 2000)

The Contractor agrees to comply with any provision or clause that is incorporated herein by reference to implement agency policy applicable to acquisition of commercial items or components. The provision or clause in effect based on the applicable regulation cited on the date the solicitation is issued applies unless otherwise stated herein. The following provisions and clauses are incorporated by reference:

552.215-71 Examination of Records by GSA (Multiple Award Schedule) (Aug 1997)

552.215-72 Price Adjustment —Failure to Provide Accurate Information (Aug 1997)

552.232-8 Discounts for Prompt Payment (April 1989)

**552.216-70 ECONOMIC PRICE ADJUSTMENT—FSS MULTIPLE AWARD SCHEDULE CONTRACTS (SEP 1999)
(ALTERNATE I—SEP 1999) (Excludes Hardware Store-Attachment 3)**

Price adjustments include price increases and price decreases. Adjustments will be considered as follows:

- (a) Contractors shall submit price decreases anytime during the contract period in which they occur. Price decreases will be handled in accordance with the provisions of the Price Reduction Clause.
- (b) Contractors may request price increases to be effective on or after the first 12 months of the contract period providing all of the following conditions are met:
 - (1) Increases resulting from a reissue or other modification of the Contractor's commercial catalog/pricelist that was used as the basis for the contract award.
 - (2) No more than three increases will be considered during each succeeding 12-month period of the contract. (For succeeding contract periods of less than 12 months, up to three increases will be considered subject to the other conditions of this subparagraph (b)).
 - (3) Increases are requested before the last 60 days of the contract period.
 - (4) At least 30 days elapse between requested increases.
- (c) In any contract period during which price increases will be considered, the aggregate of the increases during any 12-month period shall not exceed 10 percent (10%) of the contract unit price in effect at the end of the preceding 12-month period. The Government reserves the right to raise the ceiling when market conditions during the contract period support such a change.
- (d) The following material shall be submitted with the request for a price increase:
 - (1) A copy of the commercial catalog/pricelist showing the price increase and the effective date for commercial customers.
 - (2) Commercial Sales Practice format regarding the Contractor's commercial pricing practice relating to the reissued or modified catalog/price- list, or a certification that no change has occurred in the data since completion of the initial negotiation or a subsequent submission.
 - (3) Documentation supporting the reasonableness of the price increase.
- (e) The Government reserves the right to exercise one of the following options:
 - (1) Accept the Contractor's price increases as requested when all conditions of (b), (c), and (d) of this clause are satisfied;
 - (2) Negotiate more favorable discounts from the new commercial prices when the total increase requested is not supported; or,
 - (3) Remove the product(s) from contract involved pursuant to the Cancellation Clause of this contract, when the increase requested is not supported.

- (f) The contract modification reflecting the price adjustment shall be signed by the Government and made effective upon receipt of notification from the Contractor that the new catalog/pricelist has been mailed to the addressees previously furnished by the Contracting Officer, provided that in no event shall such price adjustment be effective prior to the effective date of the commercial price increases. The increased contract prices shall apply to delivery orders issued to the Contractor on or after the effective date of the contract modification.

552.216-72 PLACEMENT OF ORDERS (SEP 1999) (ALTERNATE II—SEP 1999)

- (a) The organizations listed below may place orders under this contract. Questions regarding organizations authorized to use this schedule should be directed to the Contracting Officer.
- (1) Executive agencies.
 - (2) Other Federal Agencies.
 - (3) Mixed-ownership Government corporations.
 - (4) The District of Columbia.
 - (5) Government Contractors authorized in writing by a Federal agency pursuant to 48 CFR 51.1.
 - (6) Other activities and organizations authorized by statute or regulation to use GSA as a source of supply.
- (b) Orders may be placed through Electronic Data Interchange (EDI) or mailed in paper form. EDI orders shall be placed using the American National Standards Institute (ANSI) X12 Standard for Electronic Data Interchange (EDI) format.
- (c) If the Contractor agrees, GSA's Federal Supply Service (FSS) will place all orders by EDI using computer-to-computer EDI. If computer-to-computer EDI is not possible, FSS will use an alternative EDI method allowing the Contractor to receive orders by facsimile transmission. Subject to the Contractor's agreement, other agencies may place orders by EDI.
- (d) When computer-to-computer EDI procedures will be used to place orders, the Contractor shall enter into one or more Trading Partner Agreements (TPA) with each Federal agency placing orders electronically in order to ensure mutual understanding by the parties of certain electronic transaction conventions and to recognize the rights and responsibilities of the parties as they apply to this method of placing orders. The TPA must identify, among other things, the third party provider(s) through which electronic orders are placed, the transaction sets used, security procedures, and guidelines for implementation. Federal agencies may obtain a sample format to customize as needed from the office specified in (g) below.
- (e) The Contractor shall be responsible for providing its own hardware and software necessary to transmit and receive data electronically. Additionally, each party to the TPA shall be responsible for the costs associated with its use of third party provider services.
- (f) Nothing in the TPA will invalidate any part of this contract between the Contractor and the General Services Administration. All terms and conditions of this contract that otherwise would be applicable to a mailed order shall apply to the electronic order.
- (g) The basic content and format of the TPA will be provided by:

General Services Administration
Acquisition Operations and Electronic Commerce Center (FCS)
Washington, DC 20406

Telephone: (703) 305-7741
FAX: (703) 305-7720

552.216-73 ORDERING INFORMATION (SEP 1999) (ALTERNATE II—SEP 1999)

- (a) In accordance with the Placement of Orders clause of this solicitation, the offeror elects to receive orders placed by GSA's Federal Supply Service (FSS) by either ☒ facsimile transmission or ☐ computer-to-computer Electronic Data Interchange (EDI).
- (b) An offeror electing to receive computer-to-computer EDI is requested to indicate below the name, address, and telephone number of the representative to be contacted regarding establishment of an EDI interface.
- (c) An offeror electing to receive orders by facsimile transmission is requested to indicate below the telephone number(s) for facsimile transmission equipment where orders should be forwarded.

Attention: Terminix GSA Accounts
(901) 537-1770

- (d) For mailed orders, the offeror is requested to include the postal mailing address(es) where paper form orders should be mailed.

Attention: Terminix GSA Accounts
A4-1075, 860 Ridge Lake Boulevard
Memphis, Tennessee 38120

- (e) Offerors marketing through dealers are requested to indicate below whether those dealers will be participating in the proposed contract.

YES ☐

NO ☐

If "yes" is checked, ordering information to be inserted above shall reflect that in addition to offeror's name, address, and facsimile transmission telephone number, orders can be addressed to the offeror's name, c/o nearest local dealer. In this event, two copies of a list of participating dealers shall accompany this offer, and shall also be included in Contractor's Federal Supply Schedule pricelist.

552.229-71 FEDERAL EXCISE TAX—DC GOVERNMENT (SEP 1999)

If the District of Columbia cites an Internal Revenue Tax Exempt Certificate Number on orders placed under this contract, the Contractor shall bill shipments to the District of Columbia at prices exclusive of Federal excise tax and show the amount of such tax on the invoice.

552.232-23 ASSIGNMENT OF CLAIMS (SEP 1999)

Because this is a requirements or indefinite quantity contract under which more than one agency may place orders, paragraph (a) of the Assignment of Claims clause (FAR 52.232-23) is inapplicable and the following is substituted therefor:

In order to prevent confusion and delay in making payment, the Contractor shall not assign any claim(s) for amounts due or to become due under this contract. However, the Contractor is permitted to assign separately to a bank, trust company, or other financial institution, including any Federal lending agency, under the provisions of the Assignment of Claims Act, as amended, 31 U.S.C. 3727, 41 U.S.C. 15 (hereinafter referred to as "the Act"), all amounts due or to become due under any order amounting to \$1,000 or more issued by any Government agency under this contract. Any such assignment takes effect only if and when the assignee files written notice of the assignment together with a true copy of the instrument of assignment with the contracting officer issuing the order and the finance office designated in the order to make payment. Unless otherwise stated in the order, payments to an assignee of any amounts due or to become due under any order assigned may, to the extent specified in the Act, be subject to reduction or set-off.

552.232-74

**INVOICE PAYMENTS (SEP 1999) (Excludes Hardware Store SIN 105-001
Walk-in/Walk-out)**

- (a) The due date for making invoice payments by the designated payment office is:
- (1) For orders placed electronically by the General Services Administration (GSA) Federal Supply Service (FSS), and to be paid by GSA through electronic funds transfer (EFT), the later of the following two events:
 - (i) The 10th day after the designated billing office receives a proper invoice from the Contractor. If the designated billing office fails to annotate the invoice with the date of receipt at the time of receipt, the invoice payment due date shall be the 10th day after the date of the Contractor's invoice; provided the Contractor submitted a proper invoice and no disagreement exists over quantity, quality, or Contractor compliance with contract requirements.
 - (ii) The 10th day after Government acceptance of supplies delivered or services performed by the Contractor.
 - (2) For all other orders, the later of the following two events:
 - (i) The 30th day after the designated billing office receives a proper invoice from the Contractor. If the designated billing office fails to annotate the invoice with the date of receipt at the time of receipt, the invoice payment due date shall be the 30th day after the date of the Contractor's invoice; provided the Contractor submitted a proper invoice and no disagreement exists over quantity, quality, or Contractor compliance with contract requirements.
 - (ii) The 30th day after Government acceptance of supplies delivered or services performed by the Contractor.
- (3) On a final invoice, if the payment amount is subject to contract settlement actions, acceptance occurs on the effective date of the contract settlement.
- (b) The General Services Administration will issue payment on the due date in (a)(1) above if the Contractor complies with full cycle electronic commerce. Full cycle electronic commerce includes all the following elements:
- (1) The Contractor must receive and fulfill electronic data interchange (EDI) purchase orders (transaction set 850).
 - (2) The Contractor must generate and submit to the Government valid EDI invoices (transaction set 810) or submit invoices through the GSA Finance Center Internet-based invoice process. Internet-based invoices must be submitted using procedures provided by GSA.
 - (3) The Contractor's financial institution must receive and process, on behalf of the Contractor, EFT payments through the Automated Clearing House (ACH) system.
 - (4) The EDI transaction sets in (b)(1) through (b)(3) above must adhere to implementation conventions provided by GSA.
- (c) If any of the conditions in (b) above do not occur, the 10 day payment due dates in (a)(1) become 30 day payment due dates.
- (d) Notwithstanding paragraph (g) of the clause at FAR 52.212-4, Contract Terms and Conditions--Commercial Items, if the Contractor submits hard-copy invoices, submit only an original invoice. No copies of the invoice are required.
- (e) All other provisions of the Prompt Payment Act (31 U.S.C. 3901 et seq.) and Office of Management and Budget (OMB) Circular A-125, Prompt Payment, apply.

552.232-77

**PAYMENT BY GOVERNMENT COMMERCIAL PURCHASE CARD (MAR 2000)
(ALTERNATE I—MAR 2000)) (excludes Hardware Store)**

(a) Definitions.

"Governmentwide commercial purchase card" means a uniquely numbered credit card issued by a contractor under GSA's Governmentwide Contract for Fleet, Travel, and purchase Card Services to named individual Government employees or entities to pay for official Government purchases.

"Oral order" means an order placed orally either in person or by telephone.

- (b) The Contractor must accept the Governmentwide commercial purchase card for payments equal to or less than the micro-purchase threshold (see Federal Acquisition Regulation 2.101) for oral or written orders under this contract.
- (c) The Contractor and the ordering agency may agree to use the Governmentwide commercial purchase card for dollar amounts over the micro-purchase threshold, and the Government encourages the Contractor to accept payment by the purchase card. The dollar value of a purchase card action must not exceed the ordering agency's established limit. If the Contractor will not accept payment by the purchase card for an order exceeding the micro-purchase threshold, the Contractor must so advise the ordering agency within 24 hours of receipt of the order.
- (d) The Contractor shall not process a transaction for payment through the credit card clearinghouse until the purchased supplies have been shipped or services performed. Unless the cardholder requests correction or replacement of a defective or faulty item under other contract requirements, the Contractor must immediately credit a cardholder's account for items returned as defective or faulty.
- (e) Payments made using the Governmentwide commercial purchase card are not eligible for any negotiated prompt payment discount. Payment made using a Government debit card will receive the applicable prompt payment discount.

552.238-71

**SUBMISSION AND DISTRIBUTION OF AUTHORIZED FSS SCHEDULE PRICELISTS (SEP 1999)
(Excludes Hardware Store SIN 105-001 Walk-in/Walk-out)**

- (a) Definition. For the purposes of this clause, the Mailing List will be provided by the Contracting Officer.
- (b) The Contracting Officer will return one copy of the Authorized FSS Schedule Pricelist to the Contractor with the notification of contract award.
- (c) (1) The Contractor shall provide to the GSA Contracting Officer:
 - (i) Two paper copies of Authorized FSS Schedule Pricelist; and
 - (ii) The Authorized FSS Schedule Pricelist on a common-use electronic medium. The Contracting Officer will provide detailed instructions for the electronic submission with the award notification. Some structured data entry in a prescribed format may be required.
- (2) The Contractor shall provide to each addressee on the mailing list either:
 - (i) One paper copy of the Authorized FSS Schedule Price List; or
 - (ii) A self-addressed, postage-paid envelope or postcard to be returned by addressees that want to receive a paper copy of the pricelist. The Contractor shall distribute price lists within 20 calendar days after receipt of returned requests.
- (3) The Contractor shall advise each addressee of the availability of pricelist information through the on-line Multiple Award Schedule electronic data base.

- (d) The Contractor shall make all of the distributions required in paragraph (c) at least 15 calendar days before the beginning of the contract period, or within 30 calendar days after receipt of the Contracting Officer's approval for printing, whichever is later.
- (e) During the period of the contract, the Contractor shall provide one copy of its Authorized FSS Schedule Pricelist to any authorized schedule user, upon request. Use of the mailing list for any other purpose is not authorized.

552.238-73 CANCELLATION (SEP 1999)

Either party may cancel this contract in whole or in part by providing written notice. The cancellation will take effect 30 calendar days after the other party receives the notice of cancellation. If the Contractor elects to cancel this contract, the Government will not reimburse the minimum guarantee.

552.238-74 CONTRACTOR'S REPORT OF SALES (SEP 1999)

- (a) The Contractor must report the quarterly dollar value (in U.S. dollars and rounded to the nearest whole dollar) of all sales under this contract by calendar quarter (i.e., January-March, April-June, July-September, and October-December). The dollar value of a sale is the price paid by the schedule user for products and services on a schedule contract task or delivery order, as recorded by the Contractor. The reported contract sales value must include the industrial funding fee (see Clause 552.238-76).
- (b) The Contractor must report the quarterly dollar value of sales on electronic GSA Form 72A, Contractor's Report of Sales, to the FSS Vendor Support Center (VSC) Website at Internet, <http://VSC.gsa.gov>. The Contractor must report sales separately for each National Stock Number (NSN), Special Item Number (SIN), or subitem. If no sales occur, the Contractor must show zero on the report for each separate NSN, SIN, or subitem.
- (c) The Contractor must register with the VSC before using the automated reporting system. To register, the Contractor (or its authorized representative) must call the VSC at (703) 305-6235 and provide the necessary information regarding the company, contact name(s), and telephone number(s). The VSC will then issue a 72A specific password and provide other information needed to access the reporting system. Instructions for electronic reporting are available at the VSC Website or by calling the above phone number.
- (d) The Contractor must convert the total value of sales made in foreign currency to U.S. dollars using the "Treasury Reporting Rates of Exchange," issued by the U.S. Department of Treasury, Financial Management Service. The Contractor must use the issue of the Treasury report in effect on the last day of the calendar quarter. The report is available from:

Department of the Treasury
Financial Management Service
International Funds Branch
3700 East-West Highway
PGCII, Room 5A19
Hyattsville, MD 20782
Telephone: (202) 874-7994
Internet: <http://www.fms.treas.gov/intn.html>

- (e) The report is due 30 days following the completion of the reporting period. The Contractor must also provide a close-out report within 120 days after the expiration of the contract. The contract expires upon physical completion of the last, outstanding task or delivery order of the contract. The close-out report must cover all sales not shown in the final quarterly report and reconcile all errors and credits. If the Contractor reported all contract sales and reconciled all errors and credits on the final quarterly report, then show zero sales in the close-out report.

552.238-75

PRICE REDUCTIONS (SEP 1999)

- (a) Before award of a contract, the Contracting Officer and the Offeror will agree upon (1) the customer (or category of customers) which will be the basis of award, and (2) the Government's price or discount relationship to the identified customer (or category of customers). This relationship shall be maintained throughout the contract period. Any change in the Contractor's commercial pricing or discount arrangement applicable to the identified customer (or category of customers) which disturbs this relationship shall constitute a price reduction.
- (b) During the contract period, the Contractor shall report to the Contracting Officer all price reductions to the customer (or category of customers) that was the basis of award. The Contractor's report shall include an explanation of the conditions under which the reductions were made.
- (c) (1) A price reduction shall apply to purchases under this contract if, after the date negotiations conclude, the Contractor—
 - (i) Revises the commercial catalog, pricelist, schedule or other document upon which contract award was predicated to reduce prices;
 - (ii) Grants more favorable discounts or terms and conditions than those contained in the commercial catalog, pricelist, schedule or other documents upon which contract award was predicated; or
 - (iii) Grants special discounts to the customer (or category of customers) that formed the basis of award, and the change disturbs the price/discount relationship of the Government to the customer (or category of customers) that was the basis of award.
- (2) The Contractor shall offer the price reduction to the Government with the same effective date, and for the same time period, as extended to the commercial customer (or category of customers).
- (d) There shall be no price reduction for sales—
 - (1) To commercial customers under firm, fixed-price definite quantity contracts with specified delivery in excess of the maximum order threshold specified in this contract;
 - (2) To Federal agencies; or
 - (3) Caused by an error in quotation or billing, provided adequate documentation is furnished by the Contractor to the Contracting Officer.
- (e) The Contractor may offer the Contracting Officer a voluntary Governmentwide price reduction at any time during the contract period.
- (f) The Contractor shall notify the Contracting Officer of any price reduction subject to this clause as soon as possible, but not later than 15 calendar days after its effective date.
- (g) The contract will be modified to reflect any price reduction which becomes applicable in accordance with this clause.

552.238-76

INDUSTRIAL FUNDING FEE (SEP 1999)

- (a) The Contractor must pay the Federal Supply Service, GSA, an industrial funding fee (IFF). The Contractor must remit the IFF in U.S. dollars within 30 days after the end of each quarterly reporting period as established in clause 552.238-74, Contractor's Report of Sales. The IFF equals 1% (one percent) of total quarterly sales reported. The IFF reimburses the GSA Federal Supply Service for the costs of operating the Federal Supply Schedules Program and recoups its operating costs from ordering activities. Offerors must include the IFF in their prices. The fee is included in the award price(s) and reflected in the total amount charged to ordering activities.

- (b) The Contractor must remit any monies due as a result of the close-out report required by Clause 552.238-74 at the time the close-out report is submitted to GSA.
- (c) The Contractor must pay the IFF amount due by check, or electronic funds transfer through the Automated Clearing House (ACH), to the "General Services Administration." If the payment involves multiple special item numbers or contracts, the Contractor may consolidate the IFFs into one payment. To ensure that the payment is credited properly, the Contractor must identify the check or electronic transmission as an "Industrial Funding Fee" and include the following information: contract number(s); report amount(s); and report period(s). If the Contractor makes payment by check, provide this information on either the check, check stub, or other remittance material.
- (1) If paying the IFF by check, the Contractor must forward the check to the following address:
- General Services Administration,
Accounts Receivable Branch
P.O. Box 70500
Chicago, IL 60673-0500.
- (2) If paying by electronic funds transfer through the ACH, the Contractor must call GSA, Financial Information Control Branch, Receivables, Collections and Sales Section (6BCDR) at 1-800-676-3690 to make arrangements.
- (d) If the full amount of the IFF is not paid within 30 calendar days after the end of the applicable reporting period, it constitutes a contract debt to the United States Government under the terms of FAR 32.6. The Government may exercise all rights under the Debt Collection Act of 1982, including withholding or setting off payments and interest on the debt (see FAR 52.232-17, Interest).
- (e) If the Contractor fails to submit sales reports, falsifies sales reports, or fails to pay the IFF in a timely manner, the Government may terminate or cancel this contract. Willful failure or refusal to furnish the required reports, falsification of sales reports, or failure to pay the IFF timely constitutes sufficient cause for terminating the Contractor for cause under the termination provisions of this contract.

552.243-72 MODIFICATIONS (MULTIPLE AWARD SCHEDULE) (JUL 2000)

- (a) General. The Contractor may request a contract modification by submitting a request to the Contracting Officer for approval, except as noted in paragraph (d) of this clause. At a minimum, every request shall describe the proposed change(s) and provide the rationale for the requested change(s).
- (b) Types of Modifications.
- (1) Additional items/additional SIN's. When requesting additions, the following information must be submitted:
- (i) Information requested in paragraphs (1) and (2) of the Commercial Sales Practice Format to add SIN's.
 - (ii) Discount information for the new items(s) or new SIN(s). Specifically, submit the information requested in paragraphs 3 through 5 of the Commercial Sales Practice Format. If this information is the same as the initial award, a statement to that effect may be submitted instead.
 - (iii) Information about the new item(s) or new SIN(s) as described in 552.212-70, Preparation of Offer (Multiple Award Schedule) is required.
 - (iv) Delivery time(s) for the new item(s) or the item(s) under the new SIN(s) must be submitted in accordance with 552.211-78, Commercial Delivery Schedule (Multiple Award Schedules).
 - (v) Production point(s) for the new item(s) or the item(s) under the new SIN(s) must be submitted if required by 52.215-6, Place of Performance.

- (vi) Hazardous Material information (if applicable) must be submitted as required by 52.223-3 (ALT I), Hazardous Material Identification and Material Safety Data.
 - (vii) Any information requested by 52.212-3(f), Offerors Representations and Certifications—Commercial Items, that may be necessary to assure compliance with FAR 52.225-1, Buy American Act—Balance of Payments Programs—Supplies.
- (2) Deletions. The Contractors shall provide an explanation for the deletion. The Government reserves the right to reject any subsequent offer of the same item or a substantially equal item at a higher price during the same contract period, if the contracting officer finds the higher price to be unreasonable when compared with the deleted item.
- (3) Price Reduction. The Contractor shall indicate whether the price reduction falls under the item (i), (ii), or (iii) of paragraph (c)(1) of the Price Reductions clause at 552.238-75. If the Price reduction falls under item (i), the Contractor shall submit a copy of the dated commercial price list. If the price reduction falls under item (ii) or (iii), the Contractor shall submit a copy of the applicable price list(s), bulletins or letters or customer agreements which outline the effective date, duration, terms and conditions of the price reduction.
- (c) Effective dates. The effective date of any modification is the date specified in the modification, except as otherwise provided in the Price Reductions clause at 552.238-75.
- (d) Electronic File Updates. The Contractor shall update electronic file submissions to reflect all modifications. For additional items or SINs, the Contractor shall obtain the Contracting Officer's approval before transmitting changes. Contract modifications will not be made effective until the Government receives the electronic file updates. The Contractor may transmit price reductions, item deletions, and corrections without prior approval. However, the Contractor shall notify the Contracting Officer as set forth in the Price Reductions clause at 552.238-75.
- (e) Amendments to Paper Federal Supply Schedule Price Lists.
- (1) The Contractor must provide supplements to its paper price lists, reflecting the most current changes. The Contractor may either:
 - (i) Distribute a supplemental paper Federal Supply Schedule Price List within 15 workdays after the effective date of each modification.
 - (ii) Distribute quarterly cumulative supplements. The period covered by a cumulative supplement is at the discretion of the Contractor, but may not exceed three months from the effective date of the earliest modification. For example, if the first modification occurs in February, the quarterly supplement must cover February—April, and every 3 month period after. The Contractor must distribute each quarterly cumulative supplement within 15 workdays from the last day of the calendar quarter.
 - (2) At a minimum, the Contractor shall distribute each supplement to those ordering activities that previously received the basic document. In addition, the Contractor shall submit two copies of each supplement to the Contracting Officer and one copy to the FSS Schedule Information Center.

552.246-73 WARRANTY—MULTIPLE AWARD SCHEDULE (MAR 2000)

- (a) Applicable to domestic locations. Unless specified otherwise in this contract, the Contractor's standard commercial warranty as stated in the Contractor's commercial price list applies to this contract.
- (b) Applicable to overseas destinations. Unless specified otherwise in this contract, the Contractor's standard commercial warranty as stated in the commercial price list applies to this contract, except as follows:
 - (1) The Contractor must provide, at a minimum, a warranty on all non-consumable parts for a period of 90 days from the date that the Government accepts the product.

- (2) The Contractor must supply parts and labor required under the warranty provisions free of charge.
- (3) The Contractor must bear the transportation costs of returning the products to and from the repair facility, or the costs involved with Contractor personnel traveling to the Government facility for the purpose of repairing the product onsite, during the 90 day warranty period.

C-FSS-411 FIRE OR CASUALTY HAZARDS, OR SAFETY OR HEALTH REQUIREMENTS (OCT 1992)

- (a) Items in this solicitation which involve fire or casualty hazards (e.g., items containing electrical components), or safety or health requirements, shall conform to the safety standards (if any) for such products issued by a nationally recognized standards developing organization. The offeror shall identify in the spaces below whether any such standards are applicable to the products offered, and if so, which standard(s) applies. (Check one).

Not applicable.

- _____ 1. There are no nationally recognized safety standards which are applicable to any of the products offered under this solicitation.
- _____ 2. The safety standard(s) identified below are applicable to the following products offered under this solicitation:

Product	Standard
_____	_____
_____	_____
_____	_____

There are no nationally recognized safety standards which are applicable to the other products offered (if any).

- (b) The offeror must furnish proof, satisfactory to the Government, that the products offered will conform with the requirements of the published safety standards. Acceptable proof of conformance includes a labeling, listing, or acceptance of the product by an organization approved by the Occupational Safety and Health Administration (OSHA) as a "Nationally Recognized Testing Laboratory" (NRTL). This conformance requirement must be maintained with respect to all applicable products furnished under resultant contracts.
- (c) Information regarding currently-approved NRTL's may be obtained by writing to the following:

NRTL Recognition Program
Office of Variance Determination
Occupational Safety and Health Administration
U.S. Department of Labor
200 Constitution Avenue, N.W.
Room N-3653
Washington, DC 20210
(202) 219-7193

C-FSS-412 CHARACTERISTICS OF ELECTRIC CURRENT (MAY 2000)

Contractors supplying equipment which uses electrical current are required to supply equipment suitable for the electrical system at the location at which the equipment is to be used as specified on the order.

C-FSS-425 WORKMANSHIP (OCT 1988)

Any item contracted for must be new, current model at the time of offer, unless otherwise specified. Each article must perform the functions for its intended use.

D-FSS-465 EXPORT PACKING (APR 1984) (Applies to overseas delivery)

- (a) Offerors are requested to quote, in the pricelist accompanying their offer (or by separate attachment), additional charges or net prices covering delivery of the items furnished with commercial and/or Government export packing. Government export packing, if offered, shall be in accordance with *Commercial Packing*. If commercial export packing is offered, the offer or pricelist shall include detailed specifications describing the packing to be furnished at the price quoted.
- (b) Ordering activities will not be obligated to utilize the Contractor's services for export packing accepted under this solicitation, and they may obtain such services elsewhere if desired. However, the Contractor shall furnish items export packed when such packing is specified on the purchase order.

D-FSS-468 NON-MANUFACTURED WOOD PACKAGE MATERIAL TO EUROPEAN UNION (NOV 2001)

(a) Definitions:

"Package material," for purposes of this clause, is defined as each separate and distinct material that by itself or in combination with other materials forms the container providing means of protecting and handling to a product.

"Non-Manufactured wood," is also called solid wood and defined as wood packing other than that comprised wholly of wood-based products such as plywood, particle board, oriented strand board, veneer, wood wool, etc. which has been created using glue, heat and pressure or a combination thereof.

- (b) Non-manufactured wood pallets and other non-manufactured wood package material used to pack items ordered for ultimate delivery to or through a European Union country must be marked and treated as to comply with the Emergency Measures (2001/219/EC) adopted by the Commission of the European Communities (CEC). This requirement applies whether the shipment is direct to the end user or through a Government designated consolidation point. Pallets that do not conform to the CEC's regulation will be refused entry, destroyed or treated prior to entry.
- (c) For Department of Defense distribution facilities or freight consolidation points, all wood pallets or packing material with a probability of entering Europe must be treated and marked in accordance with DLA PROCLTR 01-15, and MIL-STD-2073-1.
- (d) Pallets and packing material shipped to FSS distribution facilities designated for possible delivery to the European Union will comply with DLA PROCLTR 01-15, and MIL-STD-2073-1.
- (e) Delays in delivery caused by non-complying pallets or wood package material will not be considered as beyond the control of the contractor. Any applicable Government expense incurred as a result of the contractor failure to provide appropriate pallets or package material shall be reimbursed by the contractor. Expenses may include the applicable cost for repackaging, rehandling and return shipping, or destruction of pallets.

D-FSS-471 MARKING AND DOCUMENTATION REQUIREMENTS PER SHIPMENT (APR 1984)

It shall be the responsibility of the Ordering Office to determine the full marking and documentation requirements necessary under the various methods of shipment authorized by the contract. Set forth below is the minimum information and documentation that will be required for shipment. In the event the Ordering Office fails to provide the essential information and documentation, the Contractor shall, within three days after receipt of order, contact the Ordering Office and advise them

accordingly. The Contractor shall not proceed with any shipment requiring transshipment via U.S. Government facilities without the below stated prerequisites:

Direct Shipments. The Contractor shall mark all items ordered against this contract with indelible ink, paint or fluid, as follows:

- (1) Traffic Management or Transportation Officer at FINAL destination.
- (2) Ordering Supply Account Number.
- (3) Account number.
- (4) Delivery Order or Purchase Order Number.
- (5) National Stock Number, if applicable; or Contractor's item number.
- (6) Box _____ of _____ Boxes.
- (7) Nomenclature (brief description of items).

D-FSS-477 TRANSSHIPMENTS (APR 1984) (This clause is applicable to Overseas shipments only in accordance with Clause I-FSS-108, Clauses for Overseas Coverage.)

The Contractor shall complete TWO DD Forms 1387, Military Shipment Labels and, if applicable, four copies of DD Form 1387-2, Special Handling/Data Certification—used when shipping chemicals, dangerous cargo, etc. Two copies of the DD Form 1387 will be attached to EACH shipping container delivered to the port Transportation Officer for subsequent transshipment by the Government as otherwise provided for under the terms of this contract. These forms will be attached to one end and one side (NOT on the top or bottom) of the container. The Contractor will complete the bottom line of these forms, which pertains to the number of pieces, weight and cube of each piece, using U.S. weight and cubic measures. Weights will be rounded off to the nearest pound. (One kg = 2.2 U.S. pounds; one cubic meter = 35.3156 cubic feet.) In addition, if the cargo consists of chemicals, or is dangerous, one copy of the DD Form 1387 2 will be attached to the container, and three copies will be furnished to the Transportation Officer with the Bill of Lading. DANGEROUS CARGO WILL NOT BE INTERMINGLED WITH NONDANGEROUS CARGO IN THE SAME CONTAINER. Copies of the above forms, and preparation instructions will be obtained from the Ordering Office issuing the Delivery Order. Reproduced copies of the forms are acceptable. FAILURE TO INCLUDE DD FORMS 1387 (AND DD FORM 1387-2, IF APPLICABLE) ON EACH SHIPPING CONTAINER WILL RESULT IN REJECTION OF SHIPMENT BY THE PORT TRANSPORTATION OFFICER.

E-FSS-516-A PRODUCTION POINT INFORMATION (APR 2000)

Offerors shall insert the following information for each item offered in the spaces provided below:

Not applicable.

ITEM NO(S).	NAME OF MANUFACTURER	PRODUCTION POINT— NAME, ADDRESS (Including County), and TELEPHONE NUMBER
_____	_____	_____
_____	_____	_____
_____	_____	_____

E-FSS-522 INSPECTION AT DESTINATION (MAR 1996)

- (a) Inspection by the Government. It is anticipated that the supplies purchased under this contract will be inspected at destination by the Government to ensure conformance with technical requirements as specified herein.
- (b) Responsibility for Rejected Supplies. If, after due notice of rejection, the Contractor fails to remove or provide instructions for the removal of rejected supplies pursuant to the Contracting Officer's instructions, the Contractor shall be liable for all costs incurred by the Government in taking such measures as are expedient to avoid unnecessary loss to the Contractor. In addition to any other remedies which may be available under this contract, the supplies may be stored for the Contractor's account or sold to the highest bidder on the open market and the proceeds applied against the accumulated storage and other costs, including the cost of the sale.
- (c) Additional Costs for Inspection and Testing. When prior rejection makes reinspection or retesting necessary, the following charges are applicable. When inspection or testing is performed by or under the direction of GSA, charges will be at the rate of \$22.00 per man-hour or fraction thereof if the inspection is at a GSA distribution center; \$26.00 per man-hour or fraction thereof, plus travel costs incurred, if the inspection is at another location; and \$26.00 per man-hour or fraction thereof for laboratory testing, except that when a testing facility other than a GSA laboratory performs all or part of the required tests, the Contractor shall be assessed the actual cost incurred by the Government as a result of testing at such facility. When inspection is performed by or under the direction of any agency other than GSA, the charges indicated above may be used, or the agency may assess the actual cost of performing the inspection and testing.

F-FSS-202-F DELIVERY PRICES (APR 1984) (Applicable to overseas only)

Prices offered must cover delivery to destinations as provided below:

- (a) Direct delivery to consignee. F.o.b. inland point, country of importation (FAR 52.247-39). (Offeror to indicate countries where direct delivery will be provided.)
- (b) Delivery to overseas assembly point for transshipment when specified by the ordering office, if delivery is not covered under paragraph (a), above.
- (c) Delivery to the overseas port of entry when delivery is not covered under paragraphs (a) or (b), above.

Offerors are requested to furnish below the geographic area(s)/countries/zones which are intended to be covered.

F-FSS-202-G DELIVERY PRICES (JAN 1994) (Applicable to FOB Destination)

Not applicable.

- (a) Prices offered must cover delivery as provided below to destinations located within the 48 contiguous States and the District of Columbia.
 - (1) Delivery to the door of the specified Government activity by freight or express common carriers on articles for which store-door delivery is provided, free or subject to a charge, pursuant to regularly published tariffs duly filed with the Federal and/or State regulatory bodies governing such carrier; or, at the option of the Contractor, by parcel post on mailable articles, or by the Contractor's vehicle. Where store-door delivery is subject to a charge, the Contractor shall (a) place the notation "Delivery Service Requested" on bills of lading covering such shipments, and (b) pay such charge and add the actual cost thereof as a separate item to his invoice.

- (2) Delivery to siding at destinations when specified by the ordering office, if delivery is not covered under paragraph (a)(1), above.
- (3) Delivery to the freight station nearest destination when delivery is not covered under paragraph (a)(1) or (a)(2), above.
- (b) The offeror is requested to indicate below whether or not prices submitted cover delivery f.o.b. destination in Alaska, Hawaii, and the Commonwealth of Puerto Rico.

	(Yes)	(No)
Alaska	<u> </u>	<u> X </u>
Hawaii	<u> X </u>	<u> </u>
Puerto Rico	<u> </u>	<u> X </u>

- (c) When deliveries are made to destinations outside the contiguous 48 States; i.e., Alaska, Hawaii, and the Commonwealth of Puerto Rico, and are not covered by paragraph (b), above, the following conditions will apply:
- (1) Delivery will be f.o.b. inland carrier, point of exportation (FAR 52.247-38), with the transportation charges to be paid by the Government from point of exportation to destination in Alaska, Hawaii, or the Commonwealth of Puerto Rico, as designated by the ordering office. The Contractor shall add the actual cost of transportation to destination from the point of exportation in the 48 contiguous States nearest to the designated destination. Such costs will, in all cases, be based upon the lowest regularly established rates on file with the Interstate Commerce Commission, the U.S. Maritime Commission (if shipped by water), or any State regulatory body, or those published by the U.S. Postal Service; and must be supported by paid freight or express receipt or by a statement of parcel post charges including weight of shipment.
- (2) The right is reserved to ordering agencies to furnish Government bills of lading.
- (d) Ordering offices will be required to pay differential between freight charges and express charges where express deliveries are desired by the Government.

F-FSS-230 DELIVERIES TO THE U.S. POSTAL SERVICE (JAN 1994)

- (a) Applicability. This clause applies to orders placed for the U.S. Postal Service (USPS) and accepted by the Contractor for the delivery of supplies to a USPS facility (consignee).
- (b) Mode/Method of Transportation. Unless the Contracting Officer grants a waiver of this requirement, any shipment that meets the USPS requirements for mailability (i.e., 70 pounds or less, combined length and girth not more than 108 inches, etc.) delivery shall be accomplished via the use of the USPS. Other commercial services shall not be used, but this does not preclude the Contractor from making delivery by the use of the Contractor's own vehicles.
- (c) Time of Delivery. Notwithstanding the required time for delivery to destination as may be specified elsewhere in this contract, if shipments under this clause are mailed not later than five (5) calendar days before the required delivery date, delivery shall be deemed to have been made timely.

F-FSS-736-A EXPORT TRAFFIC RELEASE (OCT 1988)

Supplies ordered by GSA for export will not be shipped by the Contractor until shipping instructions are received from GSA. To obtain shipping instructions, the Contractor shall forward completed copies of GSA Form 1611, Application for Shipping Instructions and Notice of Availability, to the GSA office designated on the purchase order at least 15 days prior to the anticipated shipping date. Copies of GSA Form 1611 will be furnished to the Contractor with the purchase order. Failure to comply with this requirement could result in nonacceptance of the material by authorities at the port of exportation. When

supplies for export are ordered by other Government agencies the Contractor should obtain shipping instructions from the ordering agency.

F-FSS-772 CARLOAD SHIPMENTS (APR 1984)

When shipment is to be made by rail, to one destination, of a carload quantity which includes an item or items the overall length of which when packed and/or palletized, is 60 inches or over, the Contractor shall, when ordering cars, specify that, if available, double-door rail cars be furnished. This provision is intended solely to facilitate unloading by forklift truck at destination. Under no circumstances should scheduled shipment be delayed due to nonavailability of double-door cars.

G-FSS-900-C CONTACT FOR CONTRACT ADMINISTRATION (JUN 2001)

Offerors should complete paragraphs (a) and (b) if providing both domestic and overseas delivery. Complete paragraph (a) if providing domestic delivery only. Complete paragraph (b) if providing overseas delivery only.

The Contractor shall designate a person to serve as the contract administrator for the contract both domestically and overseas. The contract administrator is responsible for overall compliance with contract terms and conditions. The contract administrator is also the responsible official for issues concerning 552.238-74, Contractor's Report of Sales, and 552.238-76, Industrial Funding Fee, including reviews of contractor records. The Contractor's designation of representatives to handle certain functions under this contract does not relieve the contract administrator of responsibility for contract compliance. Any changes to the designated individual must be provided to the Contracting Officer in writing, with the proposed effective date of the change

(a) Domestic:

NAME: Brian Alexson _____

TITLE: Vice President, Sales and Service _____

ADDRESS: Terminix International Company LP, 860 Ridge Lake Boulevard, Memphis, Tennessee

ZIP CODE: 38120 _____

TELEPHONE NO. (901) 820-8250 _____ FAX NO. (901) 766-1210 _____

E-MAIL ADDRESS: balexson@terminix.com _____

- (b) Overseas:** Overseas contact points are mandatory for local assistance with the resolution of any delivery, performance, or quality complaint from customer agencies. (Also, see the requirement in I-FSS-594, Parts and Service.) At a minimum, a contact point must be furnished for each area in which deliveries are contemplated, e.g., Europe, South America, Far East, etc.

NAME _____

TITLE _____

ADDRESS _____

TELEPHONE NO. () _____ FAX NO. _____

E-MAIL ADDRESS _____

G-FSS-903 E-MAIL AND WEBSITE URL ADDRESS(ES) (JUL 2000)

Offerors are requested to insert in the spaces below an e-mail address. The e-mail address must be where Government inquiries shall be directed. If your company uses multiple customer e-mail addresses for specific purposes, all such addresses should be included. This information is optional and will be utilized in Federal Supply Services' E-Schedule Library and to communicate with the Contractor.

NAME: Brian Alexson

TITLE: Vice President, Sales and Service _____

ADDRESS: Terminix International Company LP, 860 Ridge Lake Boulevard, Memphis, Tennessee 38120

E-MAIL ADDRESS(ES): balexson@terminix.com _____

WEBSITE URL ADDRESS(ES): www.terminix.com _____

TELEPHONE NO. (901) 820-8250 _____

FOR OFFICIAL USE ONLY

GSA Contract Number _____

Schedule Number _____

Contracting Officer's name, e-mail address, phone number, fax number

G-FSS-906 VENDOR MANAGED INVENTORY (VMI) PROGRAM (MAS) (JAN 1999)

- (a) The term "Vendor Managed Inventory" describes a system in which the Contractor monitors and maintains specified inventory levels for selected items at designated stocking points. VMI enables the Contractor to plan production and shipping more efficiently. Stocking points benefit from reduced inventory but steady stock levels.
- (b) Contractors that commercially provide a VMI-type system may enter into similar partnerships with customers under a Blanket Purchase Agreement.

G-FSS-907 ORDER ACKNOWLEDGEMENT (APR 1984)

Contractors shall acknowledge only those orders which state "Order Acknowledgement Required." These orders shall be acknowledged within 10 days after receipt. Such acknowledgement shall be sent to the activity placing the order and contain information pertinent to the order, including the anticipated delivery date.

G-FSS-910 DELIVERIES BEYOND THE CONTRACTUAL PERIOD—PLACING OF ORDERS (OCT 1988)

In accordance with the Scope of Contract clause, this contract covers all requirements that may be ordered, as distinguished from delivered during the contract term. This is for the purpose of providing continuity of supply by permitting ordering activities to place orders as requirements arise in the normal course of supply operations. Accordingly, any order mailed (or received, if forwarded by other means than through the mail) to the Contractor on or before the expiration date of the contract, and providing for delivery within the number of days specified in the contract, shall constitute a valid order.

G-FSS-913 CONTRACTOR'S BILLING RESPONSIBILITIES (MAY 2000)

The Contractor is required to perform all billings made pursuant to this contract. However, if the Contractor has dealers which participate on the contract, and the billing/payment process by the Contractor for sales made by the dealer is a significant administrative burden, the following alternative procedures may be used:

Where dealers are allowed by the Contractor to bill Government agencies and accept payment in the Contractor's name, the Contractor agrees to obtain from all dealers participating in the performance of the contract a written agreement which will require dealers to:

- (1) Comply with the same terms and conditions regarding prices as the Contractor, for sales made under the contract;
- (2) Maintain a system of reporting sales under the contract to the manufacturer which includes:
 - (a) the date of sale,
 - (b) the agency to which the sale was made,
 - (c) the product/model sold,
 - (d) the quantity of each product/model sold,
 - (e) the price at which it was sold, including discounts, and
 - (f) all other significant sales data;
- (3) Be subject to audit by the Government, with respect to sales made under the contract; and
- (4) Place orders and accept payment in the name of the Contractor, in care of the dealer.

An agreement between a Contractor and its dealers pursuant to this procedure will not establish privity of contract between dealers and the Government.

CERTIFICATION

I certify that all dealers participating in the performance of this contract have agreed that their performance will be in accordance with all terms and conditions regarding prices of the contract including the provisions listed above.

Name

Date

G-FSS-914-A CONTRACTOR'S REMITTANCE (PAYMENT) ADDRESS (MAY 2000)

Payment by electronic funds transfer (EFT) is the Government's preferred method of payment. However, under certain conditions, the Government may elect to make payment by check. The offeror shall indicate below, the payment (remittance) address to which Government checks should be mailed for payment of proper invoices submitted under a resultant contract.

PAYMENT ADDRESS:

Terminix GSA Accounts
860 Ridge Lake Boulevard
Memphis, Tennessee 38120

Offeror shall furnish by attachment to this solicitation, the payment addresses of all authorized participating dealers placing orders and accepting payment by check in the name of the Contractor in care of the dealer, if different from their ordering addresses specified elsewhere in this solicitation. If a dealer's ordering and remittance address differ, both must be furnished and identified as such.

All offerors are cautioned that if the remittance (payment) address shown on an actual invoice differs from that shown above or on the attachment, the remittance address(es) above or attached will govern. Payment to any other address, except as provided for through (EFT) payment methods, will require an administrative change to the contract.

PLEASE NOTE: All orders placed against a Federal Supply Schedule Contract are to be paid by the individual agency placing the order. Each order will cite the appropriate agency payment address, and proper invoices should be sent to that address. Proper invoices should be sent to GSA only for orders placed by GSA. Any other agency's invoices sent to GSA will only delay your payment.

I-FSS-40 CONTRACTOR TEAM ARRANGEMENTS (SEP 2000)

Contractors participating in contractor team arrangements must abide by all terms and conditions of their respective contracts. This includes compliance with Clauses 552.238-74, Contractor's Reports of Sales and 552.238-76, Industrial Funding Fee, i.e., each contractor (team member) must report sales and remit the IFF for all products and services provided under its individual contract.

I-FSS-50 PERFORMANCE REPORTING REQUIREMENTS (FEB 1995)

- (a) This clause applies to all contracts estimated to exceed \$100,000.
- (b) Unless notified otherwise in writing by the Contracting Officer, the Contractor may assume contract performance is satisfactory.
- (b) If negative performance information is submitted by customer agencies, the Contracting Officer will notify the Contractor in writing and provide copies of any complaints received. The Contractor will have 30 calendar days from receipt of this notification to submit a rebuttal and/or a report of corrective actions taken.

I-FSS-90 PREFERENCE FOR SMALL BUSINESS CONCERNS (APR 1996)

Offerors are advised that the following statement will be included in the resultant Federal Supply Schedule: Where two or more items at the same delivered price will meet the ordering agency's needs equally well, selection should be based on preference for the item of a small business concern that is also a labor surplus area concern.. In making a selection on that basis, the same order of priority shall be used as that established for processing equal low bids in FAR 14.408-6. In making such a selection, the information in the Federal Supply Schedule as to the business size status or points of production of Contractors may be used for preliminary, but not conclusive, determination as to whether small business policies might be furthered through preferential award of the order. The extent to which additional and current information is obtained by an ordering agency is left to the discretion of the agency which should take into account the size of the order and other factors which the agency considers pertinent.

I-FSS-103 SCOPE OF CONTRACT—WORLDWIDE (MAR 2000) (*excludes Departments of Hardware Store, Service Center, PACCWorld, and Beautification Center- see individual attachments for applicable Scope of Work clause*)

- (a) This solicitation is issued to establish contracts which may be used as sources of supplies or services described herein for domestic and/or overseas delivery.
- (b) Definitions—

Domestic delivery is delivery within the 48 contiguous states, Alaska, Hawaii, Puerto Rico and Washington, DC; and to a CONUS port or consolidation point for orders received from overseas activities.

Overseas delivery is delivery to points outside of the 48 contiguous states, Washington, DC, Alaska, Hawaii, and Puerto Rico.

(c) Offerors are requested to check one of the following boxes:

- ☐ Contractor will provide domestic and overseas delivery.
(Refer to clause I-FSS-108, Clauses for Overseas Coverage.)
- ☐ Contractor will provide overseas delivery only.
(Refer to clause I-FSS-108, Clauses for Overseas Coverage.)
- ☒ Contractor will provide domestic delivery only.

(d) Resultant contracts may be used on a nonmandatory basis by the following activities: Executive agencies; other Federal agencies, mixed-ownership Government corporations, and the District of Columbia; Government contractors authorized in writing by a Federal agency pursuant to 48 CFR 51.1; and other activities and organizations authorized by statute or regulation to use GSA as a source of supply. U.S. territories are domestic delivery points for purposes of this contract. (Questions regarding activities authorized to use this schedule should be directed to the Contracting Officer.)

(e) (1) The Contractor is obligated to accept orders received from activities within the Executive Branch of the Federal Government.

(2) The Contractor is not obligated to accept orders received from activities outside the Executive Branch of the Federal Government; however, the Contractor is encouraged to accept orders from such Federal activities. If the Contractor elects to accept such an order, all provisions of the contract shall apply, including clause 552.232-77, Payment by Governmentwide Commercial Purchase Card. If the Contractor is unwilling to accept such an order, and the proposed method of payment is not through the Purchase Card, the Contractor shall return the order by mail or other means of delivery with 5 workdays from receipt. If the Contractor is unwilling to accept such an order, and the proposed method of payment is through the Purchase Card, the Contractor must so advise the ordering agency within 24 hours of receipt of order. (Reference clause 552.232-77, Payment by Purchase Card (Alternate I)). Failure to return an order or advise the ordering agency within the time frames above shall constitute acceptance whereupon all provisions of the contract shall apply.

(f) The Government is obligated to purchase under each resultant contract a guaranteed minimum as specified in the clause I-FSS-106, Guaranteed Minimum, contained elsewhere in this contract.

I-FSS-106 GUARANTEED MINIMUM (OCT 2000)

The minimum that the Government agrees to order during the period of this contract is \$2,500. If the Contractor receives total orders for less than \$2,500 during the term of the contract, the Government will pay the difference between the amount ordered and \$2,500.

- (a) Payment of any amount due under this clause shall be contingent upon the Contractor's timely submission of GSA Form 72A reports (see GSAR 552.238-74 "Contractor's Report of Sales") during the period of the contract and receipt of the close-out sales report pursuant to GSAR 552.238-74.
- (b) The guaranteed minimum applies only if the contract expires or contract cancellation is initiated by the Government. The guaranteed minimum does not apply if the contract is terminated for cause or if the contract is canceled at the request of the Contractor.

I-FSS-108 CLAUSES FOR OVERSEAS COVERAGE (MAY 2000)

The following clauses apply to overseas coverage. (All Clauses listed in full text in the solicitation.)

52.214-34	Submission of Offers in the English Language
52.214-35	Submission of Offers in U.S. Currency
52.247-34	FOB Destination
52.247-38	FOB Inland Carrier, Country of Exportation
52.247-39	FOB Inland Point, Country of Importation
C-FSS-412	Characteristics of Electric Current
D-FSS-471	Marking and Documentation Requirements Per Shipment
D-FSS-477	Transshipments
F-FSS-202-F	Delivery Prices
I-FSS-314	Foreign Taxes and Duties
I-FSS-594	Parts and Service

I-FSS-109 ENGLISH LANGUAGE AND U.S. DOLLAR REQUIREMENTS (MAR 1998)

- (a) All documents produced by the Contractor to fulfill requirements of this contract including, but not limited to, Federal Supply Schedule catalogs and pricelists, must reflect all terms and conditions in the English language.
- (b) U.S. dollar equivalency, if applicable, will be based on the rates published in the "Treasury Reporting Rates of Exchange" in effect as of the date of the agency's purchase order or in effect during the time period specified elsewhere in this contract.

I-FSS-125 REQUIREMENTS EXCEEDING THE MAXIMUM ORDER (SEP 1999)

- (a) In accordance with FAR 8.404, before placing an order that exceeds the maximum order threshold, ordering offices shall—
 - (1) Review additional schedule contractors' catalogs/price lists or use the "GSA Advantage!" on-line shopping service;
 - (2) Based upon the initial evaluation, generally seek price reductions from the schedule contractor(s) appearing to provide the best value (considering price and other factors); and
 - (3) After price reductions have been sought, place the order with the schedule contractor that provides the best value and results in the lowest overall cost alternative (see FAR 8.404(a)). If further price reductions are not offered, an order may still be placed, if the ordering office determines that it is appropriate.
- (b) Vendors may:
 - (1) offer a new lower price for this requirement (the Price Reduction clause is not applicable to orders placed over the maximum order in FAR 52.216-19 Order Limitations.)
 - (2) offer the lowest price available under the contract; or
 - (3) decline the order (orders must be returned in accordance with FAR 52.216-19).
- (c) A delivery order that exceeds the maximum order may be placed with the Contractor selected in accordance with FAR 8.404. The order will be placed under the contract..
- (d) Sales for orders that exceed the Maximum Order shall be reported in accordance with GSAR 552.238-74.

I-FSS-140-B URGENT REQUIREMENTS (JAN 1994)

When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering agency, agencies are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering agency, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.

I-FSS-163 OPTION TO EXTEND THE TERM OF THE CONTRACT (EVERGREEN) (APR 2000)

- (a) The Government may require continued performance of this contract for an additional 5 year period when it is determined that exercising the option is advantageous to the Government considering price and other factors.. The option clause may not be exercised more than three times. When the option to extend the term of this contract is exercised the following conditions are applicable:
 - (1) It is determined that exercising the option is advantageous to the Government considering price and the other factors covered in (2 through 4 below).
 - (2) The Contractor's electronic catalog/pricelist has been received, approved, posted, and kept current on GSA Advantage!™ in accordance with clause I-FSS-600, Contract Price Lists.
 - (3) Performance has been acceptable under the contract.
 - (4) Subcontracting goals have been reviewed and approved.
- (b) The Contracting Officer may exercise the option by providing a written notice to the Contractor within 30 days, unless otherwise noted, prior to the expiration of the contract or option.
- (a) When the Government exercises its option to extend the term of this contract, prices in effect at the time the option is exercised will remain in effect during the option period, unless an adjustment is made in accordance with another contract clause (e.g., Economic Price Adjustment Clause or Price Reduction Clause).

I-FSS-249-B DEFAULT (MAY 2000)

In addition to any other clause contained herein related to termination, the following is applicable to orders placed under Federal Supply Schedule contracts.

Any ordering office may, with respect to any one or more orders placed by it under the contract, exercise the same right of termination, acceptance of inferior articles or services, and assessment of excess costs as might the Contracting Officer, except that when failure to deliver articles or services is alleged by the Contractor to be excusable, the determination of whether the failure is excusable shall be made only by the Contracting Officer of the General Services Administration, to whom such allegation shall be referred by the ordering office and from whose determination appeal may be taken as provided in the clause of this contract entitled "Disputes."

I-FSS-314 FOREIGN TAXES AND DUTIES (DEC 1990)

Prices offered must be net, delivered, f.o.b. to the destinations accepted by the Government.

- (a) The offeror warrants that such prices do not include any tax, duty, customs fees, or other foreign Governmental costs, assessments, or similar charges from which the U.S. Government is exempt. The offeror further warrants that any applicable taxes duties, customs fees, other Government costs, assessments or similar charges from which the U.S. Government is not exempt are included in the prices quoted and that such prices are not subject to increases for any such charges applicable at the time of acceptance of this offer by the Government.

- (b) Standard commercial export packaging, including containerization, if necessary, packaging, preservation, marking are included in the pricing offered and accepted by the Government.

I-FSS-594 PARTS AND SERVICE (OCT 1988)

- (1) For equipment under items listed in the schedule of items or services on which offers are submitted, the offeror certifies by submission of this offer that parts and services (including the performing of warranty or guarantee service) are now available from dealers or distributors serving the areas of ultimate overseas destination or that such facilities will be established and will be maintained throughout the contract period. If a new servicing facility is to be established, the facility shall be established no later than the beginning of the contract period.
- (2) Each Contractor shall be fully responsible for the services to be performed by the named servicing facilities, or by such facilities to be established, and fully guarantees performance of such services if the original service proves unsatisfactory.
- (3) Offerors are requested to include in the pricelist, the names and addresses of all supply and service points maintained in the geographic area in which the Contractor will perform. Please indicate opposite each point whether or not a complete stock of repair parts for items offered is carried at that point, and whether or not mechanical service is available.

GEOGRAPHIC AREA

ADDRESS OF SUPPLY AND SERVICE POINT

It is desired to have available means for maintaining Government-owned items in satisfactory operating condition and to receive service at least as good as that extended to commercial customers.

I-FSS-597 GSA ADVANTAGE!™ (SEP 2000)

- (a) The Contractor must participate in the GSA Advantage!™ online shopping service. Information and instructions regarding contractor participation are contained in clause I-FSS-599, Electronic Commerce.
- (b) The Contractor also should refer to contract clauses 552.238-71, Submission and Distribution of Authorized GSA Schedule Pricelists (which provides for submission of pricelists on a common-use electronic medium), I-FSS-600, Contract Pricelists (which provides information on electronic contract data), and 552.243-72, Modifications (which addresses electronic file updates).

I-FSS-598 CENTRAL CONTRACTOR REGISTRATION (CCR) (OCT 1999)

Terminix International Company LP is registered in the DoD CCR database.

To receive orders from the Department of Defense (DoD) contractors must be registered in the DoD CCR database (registration information is available at <http://www.ccr2000.com>). The CCR database is DoD's primary repository for contractor information required for the conduct of business with DoD. This requirement does not apply to purchases made with a Governmentwide commercial purchase card. (Refer to clause I-FSS-600, Contractor Price Lists, for additional information regarding CCR.)

I-FSS-599 ELECTRONIC COMMERCE—FACNET (APR 1997)

- (a) General Background.

The Federal Acquisition Streamlining Act (FASA) of 1994 establishes the Federal Acquisition Computer Network (FACNET) requiring the Government to evolve its acquisition process from one driven by paperwork into an expedited process based on electronic commerce/electronic data interchange (EC/EDI). EC/EDI means more than merely automating manual processes and eliminating paper transactions. It can and will help to move business processes (e.g., procurement, finance, logistics, etc.) into a fully electronic environment and fundamentally change the way organizations operate.

- (b) Trading Partners and Value-Added Networks (VAN's).

Within the FACNET architecture, electronic documents (e.g., orders, invoices, etc.) are carried between the Federal Government's procuring office and contractors (now known as "trading partners"). These transactions are carried by commercial telecommunications companies called Value-Added Networks (VAN's). Federal Government transactions are provided only to those VAN's that have been certified by DOD and connected to FACNET.

EDI can be done using commercially available hardware, software, and telecommunications. The selection of a VAN is a business decision contractors must make. There are many different VAN's which provide a variety of electronic services and different pricing strategies. If your VAN only provides communications services, you may also need a software translation package.

(c) Registration Instructions.

DOD will require Contractors to register as trading partners to do business with the Government. This policy can be reviewed via the INTERNET at <http://acq.osd.mil/ec/nwsltr.html>.

To do EDI with the Government, Contractors must register as a trading partner. Contractors will provide regular business information, banking information, and EDI capabilities to all agencies in this single registration. A central repository of all trading partners, called the **Central Contractor Registration (CCR)**, has been developed. All Government procuring offices and other interested parties will have access to this central repository. The database is structured to identify the types of data elements which are public information and those which are confidential and not releasable.

To register, contractors must provide their Dun and Bradstreet (DUNS) number. The DUNS number is available by calling 1(800)333-0505. It is provided and maintained free of charge and only takes a few minutes to obtain. Contractors will need to provide their Tax Identification Number (TIN). The TIN is assigned by the Internal Revenue Service by calling 1(800)829-1040. Contractors will also be required to provide information about company bank or financial institution for electronic funds transfer (EFT).

Contractors may register through their Value Added Network (VAN) using an American National Standards Institute (ANSI) ASC X12 838 transaction set, called a "Trading Partner Profile." A transaction set is a standard format for moving electronic data. VAN's will be able to assist contractors with registration. A list of certified VAN's and software providers is available from the Department of Defense (DOD) by calling 1(800)EDI-3414, or from the world wide web at http://www.acq.osd.mil/ec/van_list.html. Contractors who wish to register without going through a VAN may do so via the INTERNET at <http://ccr.edi.disa.mil>.

(d) Implementation Conventions.

All EDI transactions must comply with the Federal Implementation Conventions (IC's). Many VAN's and software providers have already built the IC requirements into their products. If you need to see the IC's, they are available on a registry maintained by the National Institute of Standards and Technology (NIST). It is accessible via the INTERNET at <http://snad.ncsl.nist.gov/dartg/edi/fededi.html>. IC's are available for common business documents such as Purchase Order, Price Sales Catalog, Invoice, Request for Quotes, etc.

(e) Additional Information.

GSA has additional information available for vendors who are interested in starting to use EC/EDI. Contact the Contracting Officer for a copy of the latest handbook. Several resources are available to vendors to assist in implementing EC/EDI; specific addresses are available in the handbook or from the Contracting Officer:

- (1) Electronic Commerce Resource Centers (ECRC's) are a network of U.S. Government-sponsored centers that provide EC/EDI training and support to the contractor community. They are found in over a dozen locations around the country.
- (2) Procurement Technical Assistance Centers (PTAC's) and Small Business Development Centers (SBDC's) provide management assistance to small business owners. Each state has several locations.

- (3) Most major US cities have an EDI user group of companies who meet periodically to share information on EDI-related subjects.

(f) GSA Advantage!™.

- (1) GSA Advantage!™ will use this FACNET system to receive catalogs, invoices and text messages; and to send purchase orders, application advice, and functional acknowledgments. GSA Advantage!™ enables customers to:
- (i) Perform database searches across all contracts by manufacturer; manufacturer's model/part number; vendor; and generic product categories.
 - (ii) Generate their own EDI delivery orders to contractors, generate EDI delivery orders from the Federal Supply Service to contractors, or download files to create their own delivery orders.
 - (iii) Use the Federal IMPAC VISA.
- (2) GSA Advantage!™ may be accessed via the GSA Home Page. The INTERNET address is: <http://www.gsa.gov>, or <http://www.fss.gsa.gov>.

I-FSS-600 CONTRACT PRICE LISTS (JUN 2001)

(a) Electronic Contract Data.

- (1) At the time of award, the Contractor will be provided instructions for submitting electronic contract data in a prescribed electronic format as required by clause 552.238-71, Submission and Distribution of Authorized FSS Schedule Price lists.
- (2) The Contractor will have a choice to transmit its file submissions electronically through Electronic Data Interchange (EDI) in accordance with the Federal Implementation Convention (IC) or use the application made available at the time of award. The Contractor's electronic files must be complete; correct; readable; virus-free; and contain only those supplies and services, prices, and terms and conditions that were accepted by the Government. They will be added to GSA's electronic ordering system known as GSA Advantage!, a menu-driven database system that provides on-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic order. The Contractor's electronic files must be received no later than 6 months after award. Contractors should refer to clause I-FSS-597, GSA Advantage! for further information.
- (3) Further details on EDI, ICs, and GSA Advantage! can be found in clause I-FSS-599, Electronic Commerce.
- (4) The Contractor is encouraged to place the GSA identifier (logo) on their web site for those supplies or services covered by this contract. The logo can link to the contractor's Federal Supply Services' price list. The identifier URL is located at fss.gsa.gov/partnership/. All resultant "web price lists" shown on the contractor's web site must be in accordance with section (b)(3)(ii) of this clause and nothing other than what was accepted /awarded by the Government may be included. If the contractor elects to use contract identifiers on its website (either logos or contact number) the website must clearly distinguish between those items awarded on the contract and any other items offered by the contractor on an open market basis.
- (5) The contractor is responsible for keeping all electronic catalog data up to date; e.g., prices, product deletions and replacements, etc.

(b) Federal Supply Schedule Price Lists.

- (1) The Contractor must also prepare, print, and distribute a paper Federal Supply Schedule Price List as required by clause 552.238-71, Submission and Distribution of Authorized FSS Schedule Price Lists. This must be done as set forth in this paragraph (b).

(2) The Contractor must prepare a Federal Supply Schedule Price List by either:

- (i) Using the commercial catalog, price list, schedule, or other document as accepted by the Government, showing accepted discounts, and obliterating all items, terms, and conditions not accepted by the Government by lining out those items or by a stamp across the face of the item stating "NOT UNDER CONTRACT" or "EXCLUDED"; or
- (ii) Composing a price list in which only those items, terms, and conditions accepted by the Government are included, and which contain only net prices, based upon the commercial price list less discounts accepted by the Government. In this instance, the Contractor must show on the cover page the notation "Prices Shown Herein are Net (discount deducted)".

(3) The cover page of the Federal Supply Schedule Price List must include the following information prepared in the format set forth in this subparagraph (b)(3):

(i) GENERAL SERVICES ADMINISTRATION

Federal Supply Service

Authorized Federal Supply Schedule Price List

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through *GSA Advantage!*, a menu-driven database system. The INTERNET address *GSA Advantage!* is: GSAAdvantage.gov.

Schedule Title

FSC Group, Part, and Section or Standard Industrial Group (as applicable)

FSC Class(es)/Product code(s) and/or Service Codes (as applicable)

Contract number

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at fss.gsa.gov.

Contract period.

Contractor's name, address, and phone number (include toll-free WATS number and FAX number, if applicable)

Contractor's internet address/web site where schedule information can be found (as applicable). Contract administration source (if different from preceding entry).

Business size.

- (ii) CUSTOMER INFORMATION: The following information should be placed under this heading in consecutively numbered paragraphs in the sequence set forth below. If this information is placed in another part of the Federal Supply Schedule Price List, a table of contents must be shown on the cover page that refers to the exact location of the information.

1a. Table of awarded special item number(s) with appropriate cross-reference to item descriptions and awarded price(s).

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply.

1c. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided. If hourly rates are not applicable, indicate "Not applicable" for this item.

2. Maximum order.
3. Minimum order.
4. Geographic coverage (delivery area).
5. Point(s) of production (city, county, and State or foreign country).
6. Discount from list prices or statement of net price.
7. Quantity discounts.
8. Prompt payment terms.
- 9a. Notification that Government purchase cards are accepted at or below the micro-purchase threshold.
- 9b. Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold.
10. Foreign items (list items by country of origin).
- 11a. Time of delivery. (Contractor insert number of days.)
- 11b. Expedited Delivery. The Contractor will insert the sentence "Items available for expedited delivery are noted in this price list." under this heading. The Contractor may use a symbol of its choosing to highlight items in its price lists that have expedited delivery.
- 11c. Overnight and 2-day delivery. The Contractor will indicate whether overnight and 2-day delivery are available. Also, the Contractor will indicate that the schedule customer may contact the Contractor for rates for overnight and 2-day delivery.
- 11d. Urgent Requirements. The Contractor will note in its price list the "Urgent Requirements" clause of its contract and advise agencies that they can also contact the Contractor's representative to effect a faster delivery.
12. F.O.B. point(s).
- 13a. Ordering address(es).
- 13b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's), and a sample BPA can be found at the GSA/FSS Schedule homepage (fss.gsa.gov/schedules). Contactor is to simply include this statement as Item 13b.
14. Payment address(es).
15. Warranty provision.
16. Export packing charges, if applicable.
17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level).
18. Terms and conditions of rental, maintenance, and repair (if applicable).

19. Terms and conditions of installation (if applicable).
 20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable).
 - 20a. Terms and conditions for any other services (if applicable)
 21. List of service and distribution points (if applicable).
 22. List of participating dealers (if applicable).
 23. Preventive maintenance (if applicable).
 - 24a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants).
 - 24b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor's website or other location.) The EIT standards can be found at: www.Section508.gov/.
 25. Data Universal Number System (DUNS) number.
 26. Notification regarding registration in Central Contractor Registration (CCR) database.
- (4) Amendments to Federal Supply Schedule Price Lists must include on the cover page the same information as the basic document plus the title "Supplement No. (sequentially numbered)" and the effective date(s) of such supplements.
- (5) The Contractor must provide two of the Federal Supply Schedule Price Lists (including covering letters), to the Contracting Officer 30 days after the date of award. Accuracy of information and computation of prices is the responsibility of the Contractor. NOTE: The obliteration discussed in subdivision (b)(2)(i) of this clause must be accomplished prior to the printing and distribution of the Federal Supply Schedule Price Lists.
- (6) Upon contract award and at the time of exercise of an optional period, a list of customer addresses who are interested in receiving the Federal Supply Schedule Price List will be furnished in the following manner, as specified by the Contracting Officer: (At the Contractor's request, more than one copy of the mailing list will be provided. A fee may apply.)

* X * Automatically with the notification of contract award.

* * Only upon request from the Contractor.

The list of customer addresses is available in one of the following formats. Please indicate your preference by placing "1" by your first format preference below, "2" by the second preference, and "3" by the least preferred format. Contractor preference of format will be honored when available.

 ~~Cheshire Label~~

 ~~Gummed Label~~

 X Diskette—Mailing lists on diskette are available in ASCII and in the following record format only:

Field Name

Field Size

- | | |
|--------------------|----|
| 1. Customer ID No. | 12 |
| 2. Agency Name | 35 |
| 3. Address Line 1 | 35 |
| 4. Address Line 2 | 35 |
| 5. City | 20 |
| 6. State | 2 |
| 7. Zip Code | 9 |

- (7) Inclusion of incorrect information (electronically or in paper) will cause the Contractor to reprint/resubmit/correct and redistribute the Federal Supply Schedule Price List, and may constitute sufficient cause for Cancellation, applying the provisions of 52.212-4, Contract Terms and Conditions (paragraph (m), Termination for Cause), and application of any other remedies as provided by law—including monetary recovery.
- (8) Distribution to the customer mailing list supplied by GSA must be made as set forth in paragraphs (c), (d), and (e) of clause 552.238-71, Submission and Distribution of Authorized FSS Schedule Price Lists. In addition, one copy of the Federal Supply Schedule Price List must be submitted to the FSS Information Center. The Contractor may also send Federal Supply Schedule Price Lists to agencies not on the GSA listing when there is reasonable expectation that sales to these agencies will be made.
- (9) The customer mailing list (identified by code) applicable to commodities that are included in this solicitation and the approximate number of price lists needed for distribution to addressees are listed below for the offeror's information.

MAILING LIST CODE	COMMODITY GROUP	APPROX. NO. OF COPIES
OOSC5113	*Schedule 51V – All Commodities*	*7638*
OOSC5112	*Schedule 51V – All Commodities*	*4994*
Paint Pt 1	*Schedule 51V – Paints Only*	*4577*
Paint Pt 2	*Schedule 51V – Paints Only*	*4578*

I-FSS-639 CONTRACT SALES CRITERIA (MAR 2002)

- (a) A contract will not be awarded unless anticipated sales are expected to exceed \$25,000 within the first 24 months following contract award, and are expected to exceed \$25,000 in sales each 12-month period thereafter.
- (b) The Government may cancel the contract in accordance with clause 552.238-73, Cancellation, unless reported sales are at the levels specified in paragraph (a) above.

I-FSS-644 DEALERS AND SUPPLIERS (OCT 1988) (Excludes Hardware Store)

When requested by the Contracting Officer, if other than the manufacturer, the offeror must submit prior to award of a contract, either (1) a letter of commitment from the manufacturer which will assure the offeror of a source of supply sufficient to satisfy the

Government's requirements for the contract period, OR (2) evidence that the offeror will have an uninterrupted source of supply from which to satisfy the Government's requirements for the contract period.

I-FSS-646 BLANKET PURCHASE AGREEMENTS (MAY 2000)

Blanket Purchase Agreements (BPA's) can reduce costs and save time because individual orders and invoices are not required for each procurement but can instead be documented on a consolidated basis. The Contractor agrees to enter into BPA's with ordering activities provided that:

- (a) The period of time covered by such agreements shall not exceed the period of the contract including option year period(s);
- (b) Orders placed under such agreements shall be issued in accordance with all applicable regulations and the terms and conditions of the contract; and
- (c) BPAs may be established to obtain the maximum discount (lowest net price) available in those schedule contracts containing volume or quantity discount arrangements.

I-FSS-680 DISSEMINATION OF INFORMATION BY CONTRACTOR (APR 1984)

The Government will provide the Contractor with a single copy of the resulting Federal Supply Schedule. However, it is the responsibility of the Contractor to furnish all sales outlets authorized to participate in the performance of the contract with the terms, conditions, pricing schedule, and other appropriate information.

I-FSS-965 INTERPRETATION OF CONTRACT REQUIREMENTS (APR 1984)

No interpretation of any provision of this contract, including applicable specifications, shall be binding on the Government unless furnished or agreed to in writing by the Contracting Officer or his designated representative.

I-FSS-969 ECONOMIC PRICE ADJUSTMENT—FSS MULTIPLE AWARD SCHEDULE (JAN 2002) (Excludes Hardware Store-Attachment 3)

Price adjustments include price increases and price decreases. Adjustments will be considered as follows:

- (a) Contractors shall submit price decreases anytime during the contract period in which they occur. Price decreases will be handled in accordance with the provisions of the Price Reduction Clause.
- (b) There are two types of economic price adjustments (EPAs) possible under the Multiple Award Schedules (MAS) program for contracts not based on commercial catalogs or price lists as described below. Price adjustments may be effective on or after the first 12 months of the contract period on the following basis:
 - (1) **Adjustments based on escalation rates negotiated prior to contract award.** Normally, when escalation rates are negotiated, they result in a fixed price for the term of the contract. No separate contract modification will be provided when increases are based on negotiated escalation rates. Price increases will be effective on the 12-month anniversary date of the contract effective date, subject to paragraph (f), below.
 - (2) **Adjustments based on an agreed-upon market indicator prior to award.** The market indicator, as used in this clause, means the originally released public index, public survey or other public, based market indicator. The market indicator shall be the originally released index, survey or market indicator, not seasonally adjusted, published by the [to be negotiated], and made available at [to be identified]. Any price adjustment shall be based on the percentage change in the designated (i.e. indicator identification and date) market indicator from the initial award to the latest available as of the anniversary date of the contract effective date, subject to paragraph (e), below. If the market indicator is discontinued or deemed no longer available or reliable by the Government, the Government and the Contractor will mutually agree to a substitute. The contract modification reflecting the price adjustment will be

effective upon approval by the Contracting Officer, subject to paragraph (g), below. The adjusted prices shall apply to orders issued to the Contractor on or after the effective date of the contract modification.

- (c) Notwithstanding the two economic price adjustments discussed above, the Government recognizes the potential impact of unforeseeable major changes in market conditions. For those cases where such changes do occur, the contracting officer will review requests to make adjustments, subject to the Government's examination of industry-wide market conditions and the conditions in paragraph (d) and (e), below. If adjustments are accepted, the contract will be modified accordingly. The determination of whether or not extra-ordinary circumstances exist rests with the contracting officer. The determination of an appropriate mechanism of adjustment will be subject to negotiations.
- (d) Conditions of Price change requests under paragraphs b(2) and c above.:
 - (1) No more than three increases will be considered during each succeeding 12-month period of the contract. (For succeeding contract periods of less than 12 months, up to three increases will be considered subject to the other conditions of subparagraph (b)).
 - (2) Increases are requested before the last 60 days of the contract period, including options.
 - (3) At least 30 days elapse between requested increases.
 - (4) In any contract period during which price increases will be considered, the aggregate of the increases during any 12-month period shall not exceed 10 percent (10%) of the contract unit price in effect at the end of the preceding 12-month period. The Government reserves the right to raise the ceiling when market conditions during the contract period support such a change.
- (e) The following material shall be submitted with request for a price increase under paragraphs b(2) and c above:
 - (1) A copy of the index, survey or pricing indicator showing the price increase and the effective date.
 - (2) Commercial Sales Practice format, per contract clause 52.215-21 Alternate IV, demonstrating the relationship of the Contractor's commercial pricing practice to the adjusted pricing proposed or a certification that no change has occurred in the data since completion of the initial negotiation or a subsequent submission.
 - (3) Any other documentation requested by the Contracting Officer to support the reasonableness of the price increase.
- (f) The Government reserves the right to exercise one of the following options:
 - (1) Accept the Contractor's price increases as requested when all conditions of (b), (c), (d), and (e) of this clause are satisfied;
 - (2) Negotiate more favorable prices when the total increase requested is not supported; or,
 - (3) Decline the price increase when the request is not supported. The Contractor may remove the item(s) from contract involved pursuant to the Cancellation Clause of this contract.
- (g) Effective Date of Increases: No price increase shall be effective until the Government receives the electronic file updates pursuant to GSAR 552.243-72, Modifications (Multiple Award Schedule).
- (h) All MAS contracts remain subject to contract clauses GSAR 552.238-75, "Price Reductions"; and 552.215-72, "Price Adjustment – Failure to Provide Accurate Information." In the event the application of an economic price adjustment results in a price less favorable to the Government than the price relationship established during negotiation between the MAS price and the price to the designated customer, the Government will maintain the price relationship to the designated customer.

K-FSS-9

**SECTION 8(a) REPRESENTATION FOR THE MULTIPLE AWARD SCHEDULE PROGRAM
(SEP 2000)**

The Offeror represents that it is ☐ is not ☒ a current 8(a) Business Development Program participant, and that it wishes to be designated as such on the FSS Schedules E-Library and GSA *Advantage!*™ as well as the Federal Procurement Data System (FPDS).

CONTRACTOR NAME: Terminix International Company LP

DATE: 12/5/02

End of Addendum to 52.212-4

52.212-5

CONTRACT TERMS AND CONDITIONS REQUIRED TO IMPLEMENT STATUTES OR EXECUTIVE ORDERS—COMMERCIAL ITEMS (DEC 2001) (+clauses included in document in full text)

(a) *North American Industry Classification System (NAICS) code and small business size standard.* The NAICS code and small business size standard for this acquisition appear in Block 10 of the solicitation cover sheet (SF 1449). However, the small business size standard for a concern which submits an offer in its own name, but which proposes to furnish an item which it did not itself manufacture, is 500 employees.

(b) *Submission of offers.* Submit signed and dated offers to the office specified in this solicitation at or before the exact time specified in this solicitation. Offers may be submitted on the SF 1449, letterhead stationery, or as otherwise specified in the solicitation. As a minimum, offers must show-

- (1) The solicitation number;
- (2) The time specified in the solicitation for receipt of offers;
- (3) The name, address, and telephone number of the offeror;
- (4) A technical description of the items being offered in sufficient detail to evaluate compliance with the requirements in the solicitation. This may include product literature, or other documents, if necessary;
- (5) Terms of any express warranty;
- (6) Price and any discount terms;
- (7) "Remit to" address, if different than mailing address;
- (8) A completed copy of the representations and certifications at FAR 52.212-3;
- (9) Acknowledgment of Solicitation Amendments;
- (10) Past performance information, when included as an evaluation factor, to include recent and relevant contracts for the same or similar items and other references (including contract numbers, points of contact with telephone numbers and other relevant information); and
- (11) If the offer is not submitted on the SF 1449, include a statement specifying the extent of agreement with all terms, conditions, and provisions included in the solicitation. Offers that fail to furnish required representations or information, or reject the terms and conditions of the solicitation may be excluded from consideration.

(c) *Period for acceptance of offers.* The offeror agrees to hold the prices in its offer firm for 30 calendar days from the date specified for receipt of offers, unless another time period is specified in an addendum to the solicitation.

(d) *Product samples.* When required by the solicitation, product samples shall be submitted at or prior to the time specified for receipt of offers. Unless otherwise specified in this solicitation, these samples shall be submitted at no expense to the Government, and returned at the sender's request and expense, unless they are destroyed during preaward testing.

(e) *Multiple offers.* Offerors are encouraged to submit multiple offers presenting alternative terms and conditions or commercial items for satisfying the requirements of this solicitation. Each offer submitted will be evaluated separately.

(f) *Late submissions, modifications, revisions, and withdrawals of offers.*

(1) Offerors are responsible for submitting offers, and any modifications, revisions, or withdrawals, so as to reach the Government office designated in the solicitation by the time specified in the solicitation. If no time

is specified in the solicitation, the time for receipt is 4:30 p.m., local time, for the designated Government office on the date that offers or revisions are due.

(2)(i) Any offer, modification, revision, or withdrawal of an offer received at the Government office designated in the solicitation after the exact time specified for receipt of offers is "late" and will not be considered unless it is received before award is made, the Contracting Officer determines that accepting the late offer would not unduly delay the acquisition; and-

(A) If it was transmitted through an electronic commerce method authorized by the solicitation, it was received at the initial point of entry to the Government infrastructure not later than 5:00 p.m. one working day prior to the date specified for receipt of offers; or

(B) There is acceptable evidence to establish that it was received at the Government installation designated for receipt of offers and was under the Government's control prior to the time set for receipt of offers; or

(C) If this solicitation is a request for proposals, it was the only proposal received.

(ii) However, a late modification of an otherwise successful offer, that makes its terms more favorable to the Government, will be considered at any time it is received and may be accepted.

(3) Acceptable evidence to establish the time of receipt at the Government installation includes the time/date stamp of that installation on the offer wrapper, other documentary evidence of receipt maintained by the installation, or oral testimony or statements of Government personnel.

(4) If an emergency or unanticipated event interrupts normal Government processes so that offers cannot be received at the Government office designated for receipt of offers by the exact time specified in the solicitation, and urgent Government requirements preclude amendment of the solicitation or other notice of an extension of the closing date, the time specified for receipt of offers will be deemed to be extended to the same time of day specified in the solicitation on the first work day on which normal Government processes resume.

(5) Offers may be withdrawn by written notice received at any time before the exact time set for receipt of offers. Oral offers in response to oral solicitations may be withdrawn orally. If the solicitation authorizes facsimile offers, offers may be withdrawn via facsimile received at any time before the exact time set for receipt of offers, subject to the conditions specified in the solicitation concerning facsimile offers. An offer may be withdrawn in person by an offeror or its authorized representative if, before the exact time set for receipt of offers, the identity of the person requesting withdrawal is established and the person signs a receipt for the offer.

(g) *Contract award (not applicable to Invitation for Bids).* The Government intends to evaluate offers and award a contract without discussions with offerors. Therefore, the offeror's initial offer should contain the offeror's best terms from a price and technical standpoint. However, the Government reserves the right to conduct discussions if later determined by the Contracting Officer to be necessary. The Government may reject any or all offers if such action is in the public interest; accept other than the lowest offer; and waive informalities and minor irregularities in offers received.

(h) *Multiple awards.* The Government may accept any item or group of items of an offer, unless the offeror qualifies the offer by specific limitations. Unless otherwise provided in the Schedule, offers may not be submitted for quantities less than those specified. The Government reserves the right to make an award on any item for a quantity less than the quantity offered, at the unit prices offered, unless the offeror specifies otherwise in the offer.

(i) *Availability of requirements documents cited in the solicitation.*

(1)(i) The GSA Index of Federal Specifications, Standards and Commercial Item Descriptions, FPMR Part 101-29, and copies of specifications, standards, and commercial item descriptions cited in this solicitation may be obtained for a fee by submitting a request to-

GSA Federal Supply Service Specifications Section
Suite 8100
470 East L'Enfant Plaza, SW
Washington, DC 20407

Telephone (202) 619-8925
Facsimile (202) 619-8978.

(ii) If the General Services Administration, Department of Agriculture, or Department of Veterans Affairs issued this solicitation, a single copy of specifications, standards, and commercial item descriptions cited in

this solicitation may be obtained free of charge by submitting a request to the addressee in paragraph (i)(1)(i) of this provision. Additional copies will be issued for a fee.

(2) The DoD Index of Specifications and Standards (DoDISS) and documents listed in it may be obtained from the-

Department of Defense Single Stock Point (DoDSSP)
Building 4, Section D
700 Robbins Avenue
Philadelphia, PA 19111-5094

Telephone (215) 697-2667/2179
Facsimile (215) 697-1462.

(i) Automatic distribution may be obtained on a subscription basis.

(ii) Order forms, pricing information, and customer support information may be obtained-

(A) By telephone at (215) 697-2667/2179; or

(B) Through the DoDSSP Internet site at <http://assist.daps.mil>.

(3) Nongovernment (voluntary) standards must be obtained from the organization responsible for their preparation, publication, or maintenance.

(j) *Data Universal Numbering System (DUNS) Number*. (Applies to offers exceeding \$25,000.) The offeror shall enter, in the block with its name and address on the cover page of its offer, the annotation "DUNS" followed by the DUNS number that identifies the offeror's name and address. If the offeror does not have a DUNS number, it should contact Dun and Bradstreet to obtain one at no charge. An offeror within the United States may call 1-800-333-0505. The offeror may obtain more information regarding the DUNS number, including locations of local Dun and Bradstreet Information Services offices for offerors located outside the United States, from the Internet home page at <http://www.customerservice@dnb.com>. If an offeror is unable to locate a local service center, it may send an e-mail to Dun and Bradstreet at globalinfo@mail.dnb.com.

552.212-72

**CONTRACT TERMS AND CONDITIONS REQUIRED TO IMPLEMENT STATUTES OR
EXECUTIVE ORDERS APPLICABLE TO GSA ACQUISITION OF COMMERCIAL ITEMS
(JUL 2000)**

The Contractor agrees to comply with any provision or clause that is incorporated herein by reference to implement provisions of law or Executive Orders applicable to acquisition of commercial items or components. The provision or clause in effect based on the applicable regulation cited on the date the solicitation is issued applies unless otherwise stated herein. The following provisions and clauses are incorporated by reference: (+-Clauses included in Full Text)

(a) Provisions.

* _____ * 552.223-72 Hazardous Material Information

(b) Clauses.

* X * 552.223-70 Hazardous Substances (MAY 1989) (Included in Full Text in Attachment 4)

* X * 552.223-71 Nonconforming Hazardous Material (SEP 1999) (Included in Full Text in Attachment 4)

* _____ * 552.238-70 Identification of Electronic Office Equipment Providing Accessibility for the Handicapped

* X * 552.238-72 Identification of Energy-Efficient Office Equipment and Supplies Containing Recovered Materials or Other Environmental Attributes (SEP 1999)

* + * 552.238-76 Industrial Funding Fee (SEP 1999)

DOCUMENTS, EXHIBITS OR ATTACHMENTS

CSP-1 [COMMERCIAL SALES PRACTICES FORMAT]

Attachment 1

SUBCONTRACTING PLAN FORMAT

Attachment 2

(Subcontracting plans are required for large business offerors only,
in accordance with FAR 52.219-9, Small Business Subcontracting Plan)

HardwareSuperstore Products & Services

Hardware Store Department

Attachment 3

One Stop Paint Shop Department-

Attachment 4

including Paints, Coatings, Sealants, Adhesives, Paintbrushes, Removers, Applicators, Fuels and Lubricants

Appliance Department

Attachment 5

Household and Office Appliances

Tools Department

Attachment 6

Hand Tools, Powered and Non-Powered
Tool Boxes and Kits

Lawn and Garden Department

Attachment 7

Mowers, Tractors, Tillers, Blowers, Trimmers, Sweepers,
Sprayers, Cattleguards, Sprinklers, Powered and Non-Powered
Hand Tools, and Chainsaws

**Woodworking and Metalworking Machinery and Equipment and
Related Accessories Department**

Attachment 8

Services Department

Attachment 9

Includes Elevator Inspection

Preparation and Application of Chemical Compounds Department

Attachment 10

Beautification Center Department

Attachment 11

Includes but is not limited to grounds maintenance, tree trimming
and removal, snow and ice removal.

ATTENTION OFFERORS: In addition to this main portion of the solicitation, offerors must also download and complete the attachments (tabs) for the specific commodity(ies) or service(s) for which you intend to submit a proposal.

FAILURE TO SUBMIT ALL APPLICABLE PARTS OF THE SOLICITATION WILL DELAY EVALUATION OF YOUR PROPOSAL.

52.212-1 INSTRUCTIONS TO OFFERORS—COMMERCIAL ITEMS (OCT 2000)

- (a) North American Industry Classification System (NAICS) code and small business size standard. The NAICS code and small business size standard for this acquisition appear in Block 10 of the solicitation cover sheet (SF 1449). However, the small business size standard for a concern which submits an offer in its own name, but which proposes to furnish an item which it did not itself manufacture, is 500 employees.
- (b) Submission of offers. Submit signed and dated offers to the office specified in this solicitation at or before the exact time specified in this solicitation. Offers may be submitted on the SF 1449, letterhead stationery, or as otherwise specified in the solicitation. As a minimum, offers must show—
 - (1) The solicitation number;
 - (2) The time specified in the solicitation for receipt of offers;
 - (3) The name, address, and telephone number of the offeror;
 - (4) A technical description of the items being offered in sufficient detail to evaluate compliance with the requirements in the solicitation. This may include product literature, or other documents, if necessary;
 - (5) Terms of any express warranty;
 - (6) Price and any discount terms;
 - (7) "Remit to" address, if different than mailing address;
 - (8) A completed copy of the representations and certifications at FAR 52.212-3;
 - (9) Acknowledgment of Solicitation Amendments;
 - (10) Past performance information, when included as an evaluation factor, to include recent and relevant contracts for the same or similar items and other references (including contract numbers, points of contact with telephone numbers and other relevant information); and
 - (11) If the offer is not submitted on the SF 1449, include a statement specifying the extent of agreement with all terms, conditions, and provisions included in the solicitation. Offers that fail to furnish required representations or information, or reject the terms and conditions of the solicitation may be excluded from consideration.
- (c) Period for acceptance of offers. The offeror agrees to hold the prices in its offer firm for 30 calendar days from the date specified for receipt of offers, unless another time period is specified in an addendum to the solicitation.
- (d) Product samples. When required by the solicitation, product samples shall be submitted at or prior to the time specified for receipt of offers. Unless otherwise specified in this solicitation, these samples shall be submitted at no expense to the Government, and returned at the sender's request and expense, unless they are destroyed during preaward testing.
- (e) Multiple offers. Offerors are encouraged to submit multiple offers presenting alternative terms and conditions or commercial items for satisfying the requirements of this solicitation. Each offer submitted will be evaluated separately.
- (f) Late submissions, modifications, revisions, and withdrawals of offers.
 - (1) Offerors are responsible for submitting offers, and any modifications, revisions, or withdrawals, so as to reach the Government office designated in the solicitation by the time specified in the solicitation. If no time is specified in the

solicitation, the time for receipt is 4:30 p.m., local time, for the designated Government office on the date that offers or revisions are due.

- (2) (i) Any offer, modification, revision, or withdrawal of an offer received at the Government office designated in the solicitation after the exact time specified for receipt of offers is "late" and will not be considered unless it is received before award is made, the Contracting Officer determines that accepting the late offer would not unduly delay the acquisition; and—
 - (A) If it was transmitted through an electronic commerce method authorized by the solicitation, it was received at the initial point of entry to the Government infrastructure not later than 5:00 p.m. one working day prior to the date specified for receipt of offers; or
 - (B) There is acceptable evidence to establish that it was received at the Government installation designated for receipt of offers and was under the Government's control prior to the time set for receipt of offers; or
 - (C) If this solicitation is a request for proposals, it was the only proposal received.
- (ii) However, a late modification of an otherwise successful offer, that makes its terms more favorable to the Government, will be considered at any time it is received and may be accepted.
- (3) Acceptable evidence to establish the time of receipt at the Government installation includes the time/date stamp of that installation on the offer wrapper, other documentary evidence of receipt maintained by the installation, or oral testimony or statements of Government personnel.
- (4) If an emergency or unanticipated event interrupts normal Government processes so that offers cannot be received at the Government office designated for receipt of offers by the exact time specified in the solicitation, and urgent Government requirements preclude amendment of the solicitation or other notice of an extension of the closing date, the time specified for receipt of offers will be deemed to be extended to the same time of day specified in the solicitation on the first work day on which normal Government processes resume.
- (5) Offers may be withdrawn by written notice received at any time before the exact time set for receipt of offers. Oral offers in response to oral solicitations may be withdrawn orally. If the solicitation authorizes facsimile offers, offers may be withdrawn via facsimile received at any time before the exact time set for receipt of offers, subject to the conditions specified in the solicitation concerning facsimile offers. An offer may be withdrawn in person by an offeror or its authorized representative if, before the exact time set for receipt of offers, the identity of the person requesting withdrawal is established and the person signs a receipt for the offer.
- (g) Contract award (not applicable to Invitation for Bids). The Government intends to evaluate offers and award a contract without discussions with offerors. Therefore, the offeror's initial offer should contain the offeror's best terms from a price and technical standpoint. However, the Government reserves the right to conduct discussions if later determined by the Contracting Officer to be necessary. The Government may reject any or all offers if such action is in the public interest; accept other than the lowest offer; and waive informalities and minor irregularities in offers received.
- (h) Multiple awards. The Government may accept any item or group of items of an offer, unless the offeror qualifies the offer by specific limitations. Unless otherwise provided in the Schedule, offers may not be submitted for quantities less than those specified. The Government reserves the right to make an award on any item for a quantity less than the quantity offered, at the unit prices offered, unless the offeror specifies otherwise in the offer.
- (i) Availability of requirements documents cited in the solicitation.
 - (1)(i) Availability of requirements documents cited in the solicitation. (1)(i) The GSA Index of Federal Specifications, Standards and Commercial Item Descriptions, FPMR Part 101-29, and copies of specifications, standards, and commercial item descriptions cited in this solicitation may be obtained for a fee by submitting a request to—GSA

Federal Supply Service Specifications Section, Suite 8100, 470 East L'Enfant Plaza, SW, Washington, DC 20407, Telephone (202) 619-8925, Facsimile (202) 619-8978.

- (ii) If the General Services Administration, Department of Agriculture, or Department of Veterans Affairs issued this solicitation, a single copy of specifications, standards, and commercial item descriptions cited in this solicitation may be obtained free of charge by submitting a request to the addressee in paragraph (i)(1)(i) of this provision. Additional copies will be issued for a fee.
- (2) The DoD Index of Specifications and Standards (DoDISS) and documents listed in it may be obtained from the—
Department of Defense Single Stock Point (DoDSSP), Building 4, Section D, 700 Robbins Avenue, Philadelphia, PA 19111-5094, Telephone (215) 697-2667/2179, Facsimile (215) 697-1462.
 - (i) Automatic distribution may be obtained on a subscription basis.
 - (ii) Order forms, pricing information, and customer support information may be obtained—
 - (A) By telephone at (215) 697-2667/2179; or
 - (B) Through the DoDSSP Internet site at <http://assist.daps.mil>.
- (3) Nongovernment (voluntary) standards must be obtained from the organization responsible for their preparation, publication or maintenance.
- (j) Data Universal Numbering System (DUNS) Number. (Applies to offers exceeding \$25,000.) The offeror shall enter, in the block with its name and address on the cover page of its offer, the annotation "DUNS" followed by the DUNS number that identifies the offeror's name and address. If the offeror does not have a DUNS number, it should contact Dun and Bradstreet to obtain one at no charge. An offeror within the United States may call 1-800-333-0505. The offeror may obtain more information regarding the DUNS number, including locations of local Dun and Bradstreet Information Services offices for offerors located outside the United States, from the Internet home page at <http://www.customerservice@dnb.com>. If an offeror is unable to locate a local service center, it may send an e-mail to Dun and Bradstreet at globalinfo@mail.dnb.com.

Addendum to 52.212-1

52.204-4

PRINTED OR COPIED DOUBLE-SIDED ON RECYCLED PAPER (AUG 2000)

- (a) Definitions. As used in this clause—

Postconsumer material means a material or finished product that has served its intended use and has been discarded for disposal or recovery, having completed its life as a consumer item. Postconsumer material is a part of the broader category of "recovered material." For paper and paper products, postconsumer material means "postconsumer fiber" defined by the U.S. Environmental Protection Agency (EPA) as—

- (1) Paper, paperboard, and fibrous materials from retail stores, office buildings, homes, and so forth, after they have passed through their end-usage as a consumer item, including: used corrugated boxes; old newspapers; old magazines; mixed waste paper; tabulating cards; and used cordage; or
- (2) All paper, paperboard, and fibrous materials that enter and are collected from municipal solid waste; but not
- (3) Fiber derived from printers' over-runs, converters' scrap, and over-issue publications.

Printed or copied double-sided means printing or reproducing a document so that information is on both sides of a sheet of paper.

Recovered material, for paper and paper products, is defined by EPA in its Comprehensive Procurement Guideline as "recovered fiber" and means the following materials:

- (1) Postconsumer fiber; and
- (2) Manufacturing wastes such as—
 - (i) Dry paper and paperboard waste generated after completion of the papermaking process (that is, those manufacturing operations up to and including the cutting and trimming of the paper machine reel into smaller rolls or rough sheets) including: envelope cuttings, bindery trimmings, and other paper and paperboard waste resulting from printing, cutting, forming, and other converting operations; bag, box, and carton manufacturing wastes; and butt rolls, mill wrappers, and rejected unused stock; and
 - (ii) Repulped finished paper and paperboard from obsolete inventories of paper and paperboard manufacturers, merchants, wholesalers, dealers, printers, converters, or others.
- (b) In accordance with Section 101 of Executive Order 13101 of September 14, 1998, Greening the Government through Waste Prevention, Recycling, and Federal Acquisition, the Contractor is encouraged to submit paper documents, such as offers, letters, or reports, that are printed or copied double-sided on recycled paper that meet minimum content standards specified in Section 505 of Executive Order 13101, when not using electronic commerce methods to submit information or data to the Government.
- (b) If the Contractor cannot purchase high-speed copier paper, offset paper, forms bond, computer printout paper, carbonless paper, file folders, white wove envelopes, writing and office paper, book paper, cotton fiber paper, and cover stock meeting the 30 percent postconsumer material standard for use in submitting paper documents to the Government, it should use paper containing no less than 20 percent postconsumer material. This lesser standard should be used only when paper meeting the 30 percent postconsumer material standard is not obtainable at a reasonable price or does not meet reasonable performance standards.

52.214-34 SUBMISSION OF OFFERS IN THE ENGLISH LANGUAGE (APR 1991)

Offers submitted in response to this solicitation shall be in the English language. Offers received in other than English shall be rejected.

52.214-35 SUBMISSION OF OFFERS IN U.S. CURRENCY (APR 1991)

Offers submitted in response to this solicitation shall be in terms of U.S. dollars. Offers received in other than U.S. dollars shall be rejected.

52.216-1 TYPE OF CONTRACT (APR 1984)

The Government contemplates award of a Fixed Price Indefinite Delivery/Indefinite Quantity with EPA Adjustment contract resulting from this solicitation.

52.222-24 PREAWARD ON-SITE EQUAL OPPORTUNITY COMPLIANCE REVIEW (FEB 1999)

If a contract in the amount of \$10 million or more will result from this solicitation, the prospective Contractor and its known first-tier subcontractors with anticipated subcontracts of \$10 million or more shall be subject to a preaward compliance evaluation by the Office of Federal Contract Compliance Programs (OFCCP), unless, within the preceding 24 months, OFCCP has conducted an evaluation and found the prospective Contractor and subcontractors to be in compliance with Executive Order 11246.

52.233-2 SERVICE OF PROTEST (AUG 1996)

- (a) Protests, as defined in section 33.101 of the Federal Acquisition Regulation, that are filed directly with an agency, and copies of any protests that are filed with the General Accounting Office (GAO), shall be served on the Contracting Officer (addressed as follows) by obtaining written and dated acknowledgment of receipt from:

General Services Administration, FSS
Hardware & Appliances Center
Attn: Ellen Upchurch
1500 E. Bannister Road
Kansas City, MO 64131

The copy of any protest shall be received in the office designated above within one day of filing a protest with the GAO.

52.247-45 F.O.B. ORIGIN AND/OR F.O.B. DESTINATION EVALUATION (APR 1984)

Offers are invited on the basis of both f.o.b. origin and f.o.b. destination, and the Government will award on the basis the Contracting Officer determines to be most advantageous to the Government. An offer on the basis of f.o.b. origin only or f.o.b. destination only is acceptable, but will be evaluated only on the basis submitted.

52.252-1 SOLICITATION PROVISIONS INCORPORATED BY REFERENCE (FEB 1998)

This solicitation incorporates one or more solicitation provisions by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. The offeror is cautioned that the listed provisions may include blocks that must be completed by the offeror and submitted with its quotation or offer. In lieu of submitting the full text of those provisions, the offeror may identify the provision by paragraph identifier and provide the appropriate information with its quotation or offer. Also, the full text of a solicitation provision may be accessed electronically at this/these address(es):

For contract provisions which are contained in the Federal Acquisition Regulation (FAR) the address is <http://www.arnet.gov/far/>. For contract provisions which are contained in the General Services Administration Acquisition Manual (GSAM) the address is <http://www.arnet.gov/GSAM/gsam.html>. For copies of individual clauses, fax request to (816) 926-5019 (attn: See each attachment for your departments assigned contract specialists).

552.212-70 PREPARATION OF OFFER (MULTIPLE AWARD SCHEDULE) (AUG 1997)

- (a) Definitions. *Concession*, as used in this solicitation, means a benefit, enhancement or privilege (other than a discount), which either reduces the overall cost of a customer's acquisition or encourages a customer to consummate a purchase. Concessions include, but are not limited to freight allowance, extended warranty, extended price guarantees, free installation and bonus goods.

Discount, as used in this solicitation, means a reduction to catalog prices (published or unpublished). Discounts include, but are not limited to, rebates, quantity discounts, purchase option credits, and any other terms or conditions other than concessions) which reduce the amount of money a customer ultimately pays for goods or services ordered or received. Any net price lower than the list price is considered a "discount" by the percentage difference from the list price to the net price.

- (b) For each Special Item Number (SIN) included in an offer, the Offeror shall provide the information outlined in paragraph (c). Offerors may provide a single response covering more than one SIN, if the information disclosed is the same for all products under each SIN. If discounts and concessions vary by model or product line, offerors shall ensure that information is clearly annotated as to item or items referenced.

- (c) Provide information described below for each SIN:

- (1) Two copies of the offeror's current published (dated or otherwise identified) commercial descriptive catalogs and/or price list(s) from which discounts are offered. If special catalogs or price lists are printed for the purpose of this offer, such descriptive catalogs or price lists shall include a statement indicating the special catalog or price list represent a verbatim extract from the Offeror's commercial catalog and/or price list and identify the descriptive catalog and/or price list from which the information has been extracted.
- (2) Next to each offered item in the commercial catalog and/or price list, the Offeror shall write the special item number (SIN) under which the item is being offered. Unless a special catalog or price list is submitted, all other items shall be marked "excluded," lined out, and initialed by the offeror.
- (3) The discount(s) offered under this solicitation. The description of discounts offered shall include all discounts, such as prompt payment discounts, quantity/dollar volume discounts (indicate whether models/products can be combined within the SIN or whether SINs can be combined to earn discounts), blanket purchase agreement discounts, or purchase option credits. If the terms of sale appearing in the commercial catalogs or price list on which an offer is based are in conflict with the terms of this solicitation, the latter shall govern.
- (4) A description of concessions offered under this solicitation which are not granted to other customers. Such concessions may include, but are not limited to, an extended warranty, a return/exchange goods policy, or enhanced or additional services.
- (5) If the Offeror is a dealer/reseller or the Offeror will use dealers to perform any aspect of contract awarded under this solicitation, describe the functions, if any, that the dealer/reseller will perform.

552.217-71 NOTICE REGARDING OPTION(S) (NOV 1992)

The General Services Administration (GSA) has included an option to extend the contract term in order to demonstrate the value it places on quality performance by providing a mechanism for continuing a contractual relationship with a successful offeror that performs at a level which meets or exceeds GSA's quality performance expectations as communicated to the Contractor, in writing, by the Contracting Officer or designated representative. When deciding whether to exercise the option, the Contracting Officer will consider the quality of the Contractor's past performance under this contract in accordance with 48 CFR 517.207.

552.219-72 PREPARATION, SUBMISSION, AND NEGOTIATION OF SUBCONTRACTING PLANS (SEP 1999)

- (a) An offeror, other than a small business concern, submitting an offer that exceeds \$500,000 (\$1,000,000 for construction) shall submit a subcontracting plan with its initial offer. The subcontracting plan will be negotiated concurrently with price and any required technical and management proposals, unless the offeror submits a previously-approved commercial products plan.
- (b) Maximum practicable utilization of small, HUBZone small, small disadvantaged, and women-owned small business concerns as subcontractors is a matter of national interest with both social and economic benefits. The General Services Administration (GSA) expects that an offeror's subcontracting plan will reflect a commitment to assuring that small, HUBZone small, small disadvantaged, and women-owned small business concerns are provided the maximum practicable opportunity, consistent with efficient contract performance, to participate as subcontractors in the performance of the resulting contract. An offeror submitting a commercial products plan can reflect this commitment through subcontracting opportunities it provides that relate to the offeror's production generally; i.e., for both its commercial and Government business.
- (c) GSA believes that this potential contract provides significant opportunities for the use of small, HUBZone small, small disadvantaged, and women-owned small business concerns as subcontractors. Consequently, in addressing the eleven elements described at FAR 52.219-9(d) of the clause in this contract entitled Small Business Subcontracting Plan, the offeror shall:
 - (1) Demonstrate that its subcontracting plan represents a creative and innovative program for involving small, HUBZone small, small disadvantaged, and women-owned small business concerns in performing the contract.

- (2) Include a description of the offeror's subcontracting strategies used in any previous contracts, significant achievements, and how this plan will build upon those earlier achievements.
 - (3) Demonstrate through its plan that it understands the small business subcontracting program's objectives and GSA's expectations, and it is committed to taking those actions necessary to meet these goals or objectives.
- (d) In determining the acceptability of any subcontracting plan, the Contracting Officer will take each of the following actions:
- (1) Review the plan to verify that the offeror demonstrates an understanding of the small business subcontracting program's objectives and GSA's expectations with respect to the program and has included all the information, goals, and assurances required by FAR 52.219-9.
 - (2) Consider previous goals and achievements of contractors in the same industry.
 - (3) Consider information and potential sources obtained from agencies administering national and local preference programs and other advocacy groups in evaluating whether the goals stated in the plan adequately reflect the anticipated potential for subcontracting to small, HUBZone small, small disadvantaged, and women-owned small business concerns.
 - (4) Review the offeror's description of its strategies, historical performance and significant achievements in placing subcontracts for the same or similar products or services with small, HUBZone small, small disadvantaged, and women-owned small business concerns. The offeror's description can apply to commercial as well as previous Government contracts.
- (b) Failure to submit an acceptable subcontracting plan and/or correct deficiencies in a plan within the time specified by the Contracting Officer shall make the offeror ineligible for award.

552.233-70

PROTESTS FILED DIRECTLY WITH THE GENERAL SERVICES ADMINISTRATION (MAR 2000)

- (a) The following definitions apply in this provision:

"Agency Protest Official for GSA" means the official in the Office of Acquisition Policy designated to review and decide procurement protests filed with GSA.

"Deciding official" means the person chosen by the protester to decide the agency protest. The deciding official may be either the Contracting Officer or the Agency Protest Official.

- (b) The filing time frames in FAR 33.103(e) apply. An agency protest is filed when the protest complaint is received at the location the solicitation designates for serving protests. GSA's hours of operation are 8:00 a.m. to 4:30 p.m. Protests delivered after 4:30 p.m. will be considered received and filed the following business day.
- (c) A protest filed directly with the General Services Administration (GSA) must:
- (1) Indicate that it is a protest to the agency.
 - (2) Be filed with the Contracting Officer.
 - (3) State whether the protester chooses to have the Contracting Officer or the Agency Protest Official for GSA decide the protest. If the protest is silent on this matter, the Contracting Officer will decide the protest.
 - (4) Indicate whether the protester prefers to make an oral presentation, a written presentation, or an oral presentation confirmed in writing, of arguments in support of the protest to the deciding official.
 - (5) Include the information required by FAR 33.103(d)(2):

- (i) Name, address, fax number, and telephone number of the protester.
 - (ii) Solicitation or contract number.
 - (iii) Detailed statement of the legal and factual grounds for the protest, to include a description of resulting prejudice to the protester.
 - (iv) Copies of relevant documents.
 - (v) Request for a ruling by the agency.
 - (vi) Statement as to the form of relief requested.
 - (vii) All information establishing that the protester is an interested party for the purpose of filing a protest.
 - (viii) All information establishing the timeliness of the protest (see paragraph (b) of this provision).
- (d) An interested party filing a protest with GSA has the choice of requesting either that the Contracting Officer or the Agency Protest Official for GSA decide the protest.
- (e) The decision by the Agency Protest Official for GSA is an alternative to a decision by the Contracting Officer. The Agency Protest Official for GSA will not consider appeals from the Contracting Officer's decision on an agency protest.
- (f) The deciding official must conduct a scheduling conference with the protester within three (3) days after the protest is filed. The scheduling conference will establish deadlines for oral or written arguments in support of the agency protest and for agency officials to present information in response to the protest issues. The deciding official may hear oral arguments in support of the agency protest at the same time as the scheduling conference, depending on availability of the necessary parties.
- (g) Oral conferences may take place either by telephone or in person. Other parties (e.g., representatives of the program office) may attend at the discretion of the deciding official.
- (h) The following procedures apply to information submitted in support of or in response to an agency protest:
- (1) The protester and the agency have only one opportunity to support or explain the substance of the protest (either orally, in writing, or orally confirmed in writing).
 - (2) GSA procedures do not provide for any discovery.
 - (3) The deciding official has discretion to request additional information from either the agency or the protester. However, the deciding official will normally decide protests on the basis of information provided by the protester and the agency.
 - (4) Except as provided in paragraph (5)(ii) below, the parties are encouraged, but not required, to exchange information submitted to the Agency Protest Official for GSA.
 - (5) If the agency makes a written response to the protest, the following filing requirements apply unless the deciding official approves other arrangements:
 - (i) The agency must file its response to the protest with the deciding official within five (5) days after the filing of the protest.

- (ii) The agency must also provide the protester with a copy of the response on the same day it files the response with the deciding official. If the agency believes it needs to redact or withhold any information in the response from the protester, it must obtain the approval of the deciding official.
- (6) Any additional information that either party wants to submit in writing after one-time oral arguments in support of the agency protest, must be received by the deciding official within two (2) days after the date of the oral arguments.
- (i) The deciding official will resolve the protest through informal presentations or meetings to the maximum extent practicable.
- (j) An interested party may represent itself or be represented by legal counsel. GSA will not reimburse the party for any legal fees related to the agency protest.
- (k) GSA will stay award or suspend contract performance in accordance with FAR 33.103(f). The stay or suspension, unless over-ridden, remains in effect until the protest is decided, dismissed, or withdrawn.
- (l) The deciding official will make a best effort to issue a decision on the protest within twenty-eight (28) days after the filing date. The decision may be oral or written. If the decision is communicated orally to the protester, the deciding official will confirm in writing within three (3) days after the decision.
- (m) GSA may dismiss or stay proceedings on an agency protest if a protest on the same or similar basis is filed with a protest forum outside of GSA.
- (3) State whether the protester chooses to have the Contracting Officer or the Agency Protest Official for GSA decide the protest. If the protest is silent on this matter, the Contracting Officer will decide the protest.

A-FSS-11 CONSIDERATION OF OFFERS UNDER STANDING SOLICITATION (DEC 2000)

- (a) This solicitation is a standing solicitation from which the Government contemplates award of contracts for supplies/services listed in the Schedule of Items. This solicitation will remain in effect unless replaced by an updated solicitation.
- (b) There is no closing date for receipt of offers; therefore, offers may be submitted for consideration at any time.
- (c) An offer may be rejected if an offeror fails to meet timeframes established by the Contracting Officer either to address deficiencies in the offer or to submit a final proposal revision. A resubmission(s) is permitted; however, it may be rejected immediately if it is still deficient in the area(s) that caused its initial rejection.
- (d) Contracts awarded under this solicitation will be in effect for 5 years from the date of award, unless further extended, pursuant to clause I-FSS-164, Option to Extend the Term of the Contract (Evergreen), canceled pursuant to the Cancellation clause, or terminated pursuant to the termination provisions of the contract.
- (e) Current contractors may submit a new offer as early as 9 months prior to the expiration of the existing contract.

A-FSS-12-C PERIOD FOR ACCEPTANCE OF OFFERS (NOV 1997)

Paragraph (c) of the provision 52.212-1, Instructions to Offerors—Commercial Items, is revised to read as follows: The offeror agrees to hold the prices in its offer firm for 180 calendar days from the date of the offer, within which offer may be accepted.

CI-FSS-2 SUBMISSION OF OFFERS—ADDITIONAL INSTRUCTIONS (MAR 1996)

Offerors are requested to submit a signed original and 1 copies of SF-1449 together with all addenda and attachments complete in every respect with the exception of oversized blueprints, drawings, or similar documents attached to the solicitation. Oversized blueprints, drawings, or similar documents are not required to be duplicated for the purpose of submitting a duplicate copy of the offer to GSA.

K-FSS-1 AUTHORIZED NEGOTIATORS (MAR 1998)

The offeror shall, in the spaces provided below, fill in the names of all persons authorized to negotiate with the Government in connection with this request for proposals or quotations. (List the names, titles, telephone numbers and electronic mail address of the authorized negotiators.)

Name	Title	Telephone	E-mail
Brian Alexson	Vice President, Sales and Service	(901) 820-8250	balexson@terminix.com
Wayne Golden	Vice President, Commercial Division	(901) 766-1247	wgolden@terminix.com
Steve Good	Vice President, Sales & Marketing	(901) 766-1444	sgood@terminix.com
Lou Rossi	Vice President, Western Division	(901) 766-1434	lrossi@terminix.com
Tom Brackett	Vice President, Central Division	(901) 766-1372	tbrackett@terminix.com
Wayne Golden	Vice President, Eastern Division	(901) 766-1210	wgolden@terminix.com
Jim McMahon	Chief Financial Officer	(901) 766-1346	jmcmahon@terminix.com
Alex Miskovich	National Account Manager	(800) 238-6189	amiskovich@terminix.com
Howard Strelsin	National Account Manager	(800) 238-6189	hstrelsin@terminix.com
Jim Griffin	National Account Manager	(800) 238-6189	jimtmxipm@aol.com
John Drain	National Account Manager	(800) 238-6189	j.drain@att.net
Mark Pilkinton	National Account Manager	(800) 238-6189	mpilkinton@terminix.com
Tony Canale	National Account Manager	(800) 238-6189	tcanale@terminix.com
Rosa Newall	National Account Manager	(800) 238-6189	rnewall@terminix.com
Clora Stone	Customer Service Supervisor	(800) 238-6189	cstone@terminix.com
Jon Eskew	National Account Accountant	(800) 238-6189	jeskew@terminix.com
David Poisson	Consultant	(703) 421-6899	dpoisson@jenkinshillpartners.com

L-FSS-59 AWARD (APR 1984)

Until a formal notice of award is issued, no communication by the Government, whether written or oral, shall be interpreted as a promise that an award will be made.

L-FSS-101 FINAL PROPOSAL REVISION (MAR 1990)

- (a) Upon the conclusion of discussions the Contracting Officer will request a "final proposal revision" offer. Oral requests will be confirmed in writing.
- (b) The request will include—
 - (1) Notice that discussions are concluded;
 - (2) Notice that this is the opportunity to submit a final proposal revision;
 - (3) The specified cutoff date and time;
 - (4) A statement that any modification proposed as a result of the final proposal revision must be received by the date and time specified and will be subject to the Late Submissions, Modifications, and Withdrawals of Proposals provision of this solicitation.
- (c) The Contracting Officer will not reopen discussions after receipt of final proposal revision unless it is clearly in the interests of the Government to do so. If discussions are reopened, the Contracting Officer will issue an additional request for final proposal revision.

L-FSS-400 INTRODUCTION OF NEW SERVICES/PRODUCTS (INSP) (NOV 2000)

- (a) Definition.

Introduction of New Services/Products Special Item Number (INSP/SIN) means a new or improved service or product—within the scope of the Federal Supply Schedule, but not currently available under any Federal Supply Service contract—that provides a new service, function, task, or attribute that may provide a more economical or efficient means for Federal agencies to accomplish their mission. It may significantly improve an existing service or product. It may be a service or product existing in the commercial market, but not yet introduced to the Federal Government.

- (b) Offerors are encouraged to introduce new services or products via the Introduction of New Services/Products Special Item Number (INSP/SIN). A new or improved service or product can be offered at anytime. Offerors are requested to clearly identify the INSP/SIN item in the offer.
- (c) The Contracting Officer will evaluate and process the INSP/SIN offer. A technical review may be performed. Offerors may be required to demonstrate that the service or product can provide a more economical or efficient means for Federal agencies to accomplish their mission. The Contracting Officer has the sole discretion to determine whether a product or service will be accepted as an INSP/SIN item. The INSP/SIN provides temporary placement until the new service or product can be formally categorized.
- (d) If the Contractor has an existing Multiple Award Schedule contract, the Government may, at the sole discretion of the Contracting Officer, modify the existing contract to include the INSP/SIN item in accordance with 552.243-72, Modifications (Multiple Award Schedule).

End of Addendum to 52.212-1

EVALUATION PROVISIONS – COMMERCIAL ITEMS

552.212-73 EVALUATION—COMMERCIAL ITEMS (MULTIPLE AWARD SCHEDULE) (AUG 1997)

- (a) The Government may make multiple awards for the supplies or services offered in response to this solicitation that meet the definition of a "commercial item" in FAR 52.202-1. Awards may be made to those responsible offerors that offer reasonable pricing, conforming to the solicitation, and will be most advantageous to the Government, taking into consideration the multiplicity and complexity of items of various manufacturers and the differences in performance required to accomplish or produce required end results, production and distribution facilities, price, compliance with delivery requirements, and other pertinent factors. By providing a selection of comparable supplies or services, ordering activities are afforded the opportunity to fulfill their requirements with the item(s) that constitute the best value and that meet their needs at the lowest overall cost.
- (b) A written notice of award or acceptance of an offer, mailed or otherwise furnished to the offeror within the time for acceptance specified in the offer, shall result in a binding contract without further action by either party. Before the offer's specified expiration time, the Government may accept an offer (or part of an offer), whether or not there are negotiations after its receipt, unless a written notice of withdrawal is received before award.

52.212-3

**OFFEROR REPRESENTATIONS AND CERTIFICATIONS—COMMERCIAL ITEMS
(APR 2002)**

(a) *Definitions.* As used in this provision:

"Emerging small business" means a small business concern whose size is no greater than 50 percent of the numerical size standard for the NAICS code designated.

"Forced or indentured child labor" means all work or service-

- (1) Exacted from any person under the age of 18 under the menace of any penalty for its nonperformance and for which the worker does not offer himself voluntarily; or
- (2) Performed by any person under the age of 18 pursuant to a contract the enforcement of which can be accomplished by process or penalties.

"Service-disabled veteran-owned small business concern"-

- (1) Means a small business concern-
 - (i) Not less than 51 percent of which is owned by one or more service-disabled veterans or, in the case of any publicly owned business, not less than 51 percent of the stock of which is owned by one or more service-disabled veterans; and
 - (ii) The management and daily business operations of which are controlled by one or more service-disabled veterans or, in the case of a veteran with permanent and severe disability, the spouse or permanent caregiver of such veteran.
- (2) Service-disabled veteran means a veteran, as defined in 38 U.S.C. 101(2), with a disability that is service-connected, as defined in 38 U.S.C. 101(16).

"Small business concern" means a concern, including its affiliates, that is independently owned and operated, not dominant in the field of operation in which it is bidding on Government contracts, and qualified as a small business under the criteria in 13 CFR part 121 and size standards in this solicitation.

"Veteran-owned small business concern" means a small business concern-

- (1) Not less than 51 percent of which is owned by one or more veterans (as defined at 38 U.S.C. 101(2)) or, in the case of any publicly owned business, not less than 51 percent of the stock of which is owned by one or more veterans; and
- (2) The management and daily business operations of which are controlled by one or more veterans.

"Women-owned business concern" means a concern which is at least 51 percent owned by one or more women; or in the case of any publicly owned business, at least 51 percent of its stock is owned by one or more women; and whose management and daily business operations are controlled by one or more women.

"Women-owned small business concern" means a small business concern-

- (1) That is at least 51 percent owned by one or more women; or, in the case of any publicly owned business, at least 51 percent of the stock of which is owned by one or more women; and
- (2) Whose management and daily business operations are controlled by one or more women.

(b) *Taxpayer Identification Number (TIN)* (26 U.S.C. 6109, 31 U.S.C. 7701). (Not applicable if the offeror is required to provide this information to a central contractor registration database to be eligible for award.)

(1) All offerors must submit the information required in paragraphs (b)(3) through (b)(5) of this provision to comply with debt collection requirements of 31 U.S.C. 7701(c) and 3325(d), reporting requirements of 26 U.S.C. 6041, 6041A, and 6050M, and implementing regulations issued by the Internal Revenue Service (IRS).

(2) The TIN may be used by the Government to collect and report on any delinquent amounts arising out of the offeror's relationship with the Government (31 U.S.C. 7701(c)(3)). If the resulting contract is subject to the payment reporting requirements described in FAR 4.904, the TIN provided hereunder may be matched with IRS records to verify the accuracy of the offeror's TIN.

(3) *Taxpayer Identification Number (TIN).*

- ☒ TIN: (b) (4)
- ☐ TIN has been applied for.
- ☐ TIN is not required because:

- ☐ Offeror is a nonresident alien, foreign corporation, or foreign partnership that does not have income effectively connected with the conduct of a trade or business in the United States and does not have an office or place of business or a fiscal paying agent in the United States;
- ☐ Offeror is an agency or instrumentality of a foreign government;
- ☐ Offeror is an agency or instrumentality of the Federal Government.

(4) *Type of organization.*

- ☐ Sole proprietorship;
- ☐ Partnership;
- ☐ Corporate entity (not tax-exempt);
- ☐ Corporate entity (tax-exempt);
- ☐ Government entity (Federal, State, or local);
- ☐ Foreign government;
- ☐ International organization per 26 CFR 1.6049-4;
- ☒ Other Limited Partnership

(5) *Common parent.*

- ☐ Offeror is not owned or controlled by a common parent;
- ☒ Name and TIN of common parent:
Name: ServiceMaster
TIN: (b) (4)

(c) Offerors must complete the following representations when the resulting contract is to be performed inside the United States, its territories or possessions, Puerto Rico, the Trust Territory of the Pacific Islands, or the District of Columbia. Check all that apply.

- (1) *Small business concern.* The offeror represents as part of its offer that it ☐ is, ☒ is not a small business concern.
- (2) *Veteran-owned small business concern.* [Complete only if the offeror represented itself as a small business concern in paragraph (c)(1) of this provision.] The offeror represents as part of its offer that it ☐ is, ☐ is not a veteran-owned small business concern.
- (3) *Service-disabled veteran-owned small business concern.* [Complete only if the offeror represented itself as a veteran-owned small business concern in paragraph (c)(2) of this provision.] The offeror represents as part of its offer that it ☐ is, ☐ is not a service-disabled veteran-owned small business concern.
- (4) *Small disadvantaged business concern.* [Complete only if the offeror represented itself as a small business concern in paragraph (c)(1) of this provision.] The offeror represents, for general statistical purposes, that it ☐ is, ☐ is not a small disadvantaged business concern as defined in 13 CFR 124.1002.
- (5) *Women-owned small business concern.* [Complete only if the offeror represented itself as a small business concern in paragraph (c)(1) of this provision.] The offeror represents that it ☐ is, ☐ is not a women-owned small business concern.

Note: Complete paragraphs (c)(6) and (c)(7) only if this solicitation is expected to exceed the simplified acquisition threshold.

- (6) *Women-owned business concern (other than small business concern).* [Complete only if the offeror is a women-owned business concern and did not represent itself as a small business concern in paragraph (c)(1) of this provision.] The offeror represents that it ☐ is a women-owned business concern.
- (7) *Tie bid priority for labor surplus area concerns.* If this is an invitation for bid, small business offerors may identify the labor surplus areas in which costs to be incurred on account of manufacturing or production (by offeror or first-tier subcontractors) amount to more than 50 percent of the contract price:

(8) *Small Business Size for the Small Business Competitiveness Demonstration Program and for the Targeted Industry Categories under the Small Business Competitiveness Demonstration Program.* [Complete only if the offeror has represented itself to be a small business concern under the size standards for this solicitation.]

- (i) [Complete only for solicitations indicated in an addendum as being set-aside for emerging small businesses in one of the four designated industry groups (DIGs).] The offeror represents as part of its offer that it ☐ is, ☐ is not an emerging small business.
- (ii) [Complete only for solicitations indicated in an addendum as being for one of the targeted industry categories (TICs) or four designated industry groups (DIGs).] Offeror represents as follows:
 - (A) Offeror's number of employees for the past 12 months (check the Employees column if size standard stated in the solicitation is expressed in terms of number of employees); or
 - (B) Offeror's average annual gross revenue for the last 3 fiscal years (check the Average Annual Gross Number of Revenues column if size standard stated in the solicitation is expressed in terms of annual receipts).

(Check one of the following):

Number of Employees	Average Annual Gross Revenues
<input type="checkbox"/> 50 or fewer	<input type="checkbox"/> \$1 million or less
<input type="checkbox"/> 51-100	<input type="checkbox"/> \$1,000,001-\$2 million
<input type="checkbox"/> 101-250	<input type="checkbox"/> \$2,000,001-\$3.5 million
<input type="checkbox"/> 251-500	<input type="checkbox"/> \$3,500,001-\$5 million
<input type="checkbox"/> 501-750	<input type="checkbox"/> \$5,000,001-\$10 million
<input type="checkbox"/> 751-1,000	<input type="checkbox"/> \$10,000,001-\$17 million
<input type="checkbox"/> Over 1,000	<input type="checkbox"/> Over \$17 million

(9) [Complete only if the solicitation contains the clause at FAR 52.219-23, Notice of Price Evaluation Adjustment for Small Disadvantaged Business Concerns, or FAR 52.219-25, Small Disadvantaged Business Participation Program-Disadvantaged Status and Reporting, and the offeror desires a benefit based on its disadvantaged status.]

(i) General. The offeror represents that either-

- (A) It ☐ is, ☐ is not certified by the Small Business Administration as a small disadvantaged business concern and identified, on the date of this representation, as a certified small disadvantaged business concern in the database maintained by the Small Business Administration (PRO-Net), and that no material change in disadvantaged ownership and control has occurred since its certification, and, where the concern is owned by one or more individuals claiming disadvantaged status, the net worth of each individual upon whom the certification is based does not exceed \$750,000 after taking into account the applicable exclusions set forth at 13 CFR 124.104(c)(2); or
- (B) It ☐ has, ☐ has not submitted a completed application to the Small Business Administration or a Private Certifier to be certified as a small disadvantaged business concern in accordance with 13 CFR 124, Subpart B, and a decision on that application is pending, and that no material change in disadvantaged ownership and control has occurred since its application was submitted.

(ii) ☐ Joint Ventures under the Price Evaluation Adjustment for Small Disadvantaged Business Concerns.

The offeror represents, as part of its offer, that it is a joint venture that complies with the requirements in 13 CFR 124.1002(f) and that the representation in paragraph (c)(9)(i) of this provision is accurate for the small disadvantaged business concern that is participating in the joint venture. [The offeror shall enter the name of the small disadvantaged business concern that is participating in the joint venture: _____.]

(10) HUBZone small business concern. [Complete only if the offeror represented itself as a small business concern in paragraph (c)(1) of this provision.] The offeror represents, as part of its offer, that-

- (i) It ☐ is, ☐ is not a HUBZone small business concern listed, on the date of this representation, on the List of Qualified HUBZone Small Business Concerns maintained by the Small Business Administration, and no material change in ownership and control, principal place of ownership, or HUBZone employee percentage has occurred since it was certified by the Small Business Administration in accordance with 13 CFR part 126; and
- (ii) It ☐ is, ☐ is not a joint venture that complies with the requirements of 13 CFR part 126, and the representation in paragraph (c)(10)(i) of this provision is accurate for the HUBZone small business concern or concerns that are participating on the joint venture. [The offeror shall enter the name or names of the HUBZone small business concern or concerns that are participating in the joint venture: _____.] Each HUBZone small business concern participating in the joint venture shall submit a separate signed copy of the HUBZone representation.

(d) Representations required to implement provisions of Executive Order 11246-

(1) Previous contracts and compliance. The offeror represents that-

- (i) It ☒ has, ☐ has not participated in a previous contract or subcontract subject to the Equal Opportunity clause of this solicitation; and
- (ii) It ☒ has, ☐ has not filed all required compliance reports.

(2) Affirmative Action Compliance. The offeror represents that-

- (i) It ☐ has developed and has on file, ☒ has not developed and does not have on file, at each establishment, affirmative action programs required by rules and regulations of the Secretary of Labor (41 CFR parts 60-1 and 60-2), or

- (ii) It ☐ has not previously had contracts subject to the written affirmative action programs requirement of the rules and regulations of the Secretary of Labor.

(e) *Certification Regarding Payments to Influence Federal Transactions (31 U.S.C. 1352).* (Applies only if the contract is expected to exceed \$100,000.) By submission of its offer, the offeror certifies to the best of its knowledge and belief that no Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress or an employee of a Member of Congress on his or her behalf in connection with the award of any resultant contract.

(f) *Buy American Act-Balance of Payments Program Certificate.* (Applies only if the clause at Federal Acquisition Regulation (FAR) 52.225-1, Buy American Act-Balance of Payments Program-Supplies, is included in this solicitation.)

(1) The offeror certifies that each end product, except those listed in paragraph (f)(2) of this provision, is a domestic end product as defined in the clause of this solicitation entitled "Buy American Act-Balance of Payments Program-Supplies" and that the offeror has considered components of unknown origin to have been mined, produced, or manufactured outside the United States. The offeror shall list as foreign end products those end products manufactured in the United States that do not qualify as domestic end products.

(2) Foreign End Products:

Line Item No.	Country of Origin

[List as necessary]

(3) The Government will evaluate offers in accordance with the policies and procedures of FAR Part 25.

(g)(1) *Buy American Act-North American Free Trade Agreement-Israeli Trade Act-Balance of Payments Program Certificate.* (Applies only if the clause at FAR 52.225-3, Buy American Act-North American Free Trade Agreement-Israeli Trade Act-Balance of Payments Program, is included in this solicitation.)

(i) The offeror certifies that each end product, except those listed in paragraph (g)(1)(ii) or (g)(1)(iii) of this provision, is a domestic end product as defined in the clause of this solicitation entitled "Buy American Act-North American Free Trade Agreement-Israeli Trade Act-Balance of Payments Program" and that the offeror has considered components of unknown origin to have been mined, produced, or manufactured outside the United States.

(ii) The offeror certifies that the following supplies are NAFTA country end products or Israeli end products as defined in the clause of this solicitation entitled "Buy American Act-North American Free Trade Agreement-Israeli Trade Act-Balance of Payments Program":

NAFTA Country or Israeli End Products:

Line Item No.	Country of Origin

[List as necessary]

(iii) The offeror shall list those supplies that are foreign end products (other than those listed in paragraph (g)(1)(ii) of this provision) as defined in the clause of this solicitation entitled "Buy American Act-North American Free Trade Agreement-Israeli Trade Act-Balance of Payments Program." The offeror shall list as other foreign end products those end products manufactured in the United States that do not qualify as domestic end products.

Other Foreign End Products:

Line Item No.	Country of Origin

[List as necessary]

(iv) The Government will evaluate offers in accordance with the policies and procedures of FAR Part 25.
(2) *Buy American Act-North American Free Trade Agreements-Israeli Trade Act-Balance of Payments Program Certificate, Alternate I (Feb 2000)*. If Alternate I to the clause at FAR 52.225-3 is included in this solicitation, substitute the following paragraph (g)(1)(ii) for paragraph (g)(1)(ii) of the basic provision:

(g)(1)(ii) The offeror certifies that the following supplies are Canadian end products as defined in the clause of this solicitation entitled "Buy American Act-North American Free Trade Agreement-Israeli Trade Act-Balance of Payments Program":

Canadian End Products:

Line Item No.

[List as necessary]

(3) *Buy American Act-North American Free Trade Agreements-Israeli Trade Act-Balance of Payments Program Certificate, Alternate II (Feb 2000)*. If Alternate II to the clause at FAR 52.225-3 is included in this solicitation, substitute the following paragraph (g)(1)(ii) for paragraph (g)(1)(ii) of the basic provision:

(g)(1)(ii) The offeror certifies that the following supplies are Canadian end products or Israeli end products as defined in the clause of this solicitation entitled "Buy American Act-North American Free Trade Agreement-Israeli Trade Act-Balance of Payments Program":

Canadian or Israeli End Products:

Line Item No.	Country of Origin

[List as necessary]

(4) *Trade Agreements Certificate*. (Applies only if the clause at FAR 52.225-5, Trade Agreements, is included in this solicitation.)

(i) The offeror certifies that each end product, except those listed in paragraph (g)(4)(ii) of this provision, is a U.S.-made, designated country, Caribbean Basin country, or NAFTA country end product, as defined in the clause of this solicitation entitled "Trade Agreements."

(ii) The offeror shall list as other end products those end products that are not U.S.-made, designated country, Caribbean Basin country, or NAFTA country end products.

Other End Products:

Line Item No.	Country of Origin
_____	_____
_____	_____
_____	_____

[List as necessary]

(iii) The Government will evaluate offers in accordance with the policies and procedures of FAR Part 25. For line items subject to the Trade Agreements Act, the Government will evaluate offers of U.S.-made, designated country, Caribbean Basin country, or NAFTA country end products without regard to the restrictions of the Buy American Act or the Balance of Payments Program. The Government will consider for award only offers of U.S.-made, designated country, Caribbean Basin country, or NAFTA country end products unless the Contracting Officer determines that there are no offers for such products or that the offers for such products are insufficient to fulfill the requirements of the solicitation.

(h) *Certification Regarding Debarment, Suspension or Ineligibility for Award (Executive Order 12549).* (Applies only if the contract value is expected to exceed the simplified acquisition threshold.) The offeror certifies, to the best of its knowledge and belief, that the offeror and/or any of its principals-

- (1) ☐ Are, ☒ are not presently debarred, suspended, proposed for debarment, or declared ineligible for the award of contracts by any Federal agency; and
- (2) ☐ Have, ☒ have not, within a three-year period preceding this offer, been convicted of or had a civil judgment rendered against them for: commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a Federal, state or local government contract or subcontract; violation of Federal or state antitrust statutes relating to the submission of offers; or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, tax evasion, or receiving stolen property; and
- (3) ☐ Are, ☒ are not presently indicted for, or otherwise criminally or civilly charged by a Government entity with, commission of any of these offenses.

(i) *Certification Regarding Knowledge of Child Labor for Listed End Products (Executive Order 13126).* [The Contracting Officer must list in paragraph (i)(1) any end products being acquired under this solicitation that are included in the List of Products Requiring Contractor Certification as to Forced or Indentured Child Labor, unless excluded at 22.1503(b).]

(1) *Listed end products.*

Listed End Product	Listed Countries of Origin
_____	_____
_____	_____

(2) *Certification.* [If the Contracting Officer has identified end products and countries of origin in paragraph (i)(1) of this provision, then the offeror must certify to either (i)(2)(i) or (i)(2)(ii) by checking the appropriate block.]

- ☐ (i) The offeror will not supply any end product listed in paragraph (i)(1) of this provision that was mined, produced, or manufactured in the corresponding country as listed for that product.
- ☐ (ii) The offeror may supply an end product listed in paragraph (i)(1) of this provision that was mined, produced, or manufactured in the corresponding country as listed for that product. The offeror certifies that it has made a good faith effort to determine whether forced or indentured child labor was used to mine, produce, or manufacture any such end product furnished under this contract. On the basis of those efforts, the offeror certifies that it is not aware of any such use of child labor.

52.222-38 COMPLIANCE WITH VETERANS EMPLOYMENT REPORTING REQUIREMENTS (DEC 2001)

By submission of its offer, the offeror represents that, if it is subject to the reporting requirements of 38 U.S.C. 4212(d) (*i.e.*, if it has any contract containing Federal Acquisition Regulation clause 52.22237, Employment Reports on Special Disabled Veterans, Veterans of the Vietnam Era, and Other Eligible Veterans), it has submitted the most recent VETS100 Report required by that clause.

NOTE: Terminix International Company LP is currently in the process of completing and filing the required VETS100 Report.

ATTACHMENT 11

Beautification Center

To provide the planning, development, management, operation and maintenance of a wide variety of interior and exterior services for annual upkeep to include, but not be limited to such facilities as the National forests, parks, cemeteries, Federal buildings, historical sites, monuments, military installations, post offices, hospitals, etc.

Beautification Center	Standard Industrial Classification Codes- (old classification system)	North American Industry Classification System (NAICS)	Size Standards-average annual sales over 3 year period
Pest Control	4959, 7342	561710	\$ 6,000,000
Grounds Maintenance, Landscaping & Arborist	0782 and 0783	561730	\$ 6,000,000
Animal Trapping	0971	114210	\$ 3,500,000
Snow Clearing, Removal	4173, 4231, 4785	488490	\$ 6,000,000

Assigned Contract Specialists: Stan Harkey (816) 823-1281, Lou Meredith (816) 823-1297, Debbie Easton (816) 926-7691, Phillip Ramirez (816) 926-1299

B-FSS-96 ESTIMATED SALES (NOV 1997)

The "Estimated Sales" column of the Schedule of Services shows (1) a twelve-month reading of purchases in dollars or purchases in units as reported by the previous Contractor(s), or (2) estimates of the anticipated dollar volume where the item is new. The absence of a figure indicates that neither reports of previous purchases nor estimates of sales are available.

SCHEDULE OF SERVICES – INSTRUCTIONS TO OFFERORS: Offerors must provide a pricing structure such as shown below (Hourly Rate, Unit Price, Commercial Price List), that is representative of their current commercial pricing structure. Attach additional documents, catalogs, price lists, or pertinent documentation as necessary.

SCHEDULE OF SERVICES/ITEMS (Examples of pricing models listed below)							
SPECIAL ITEM NO. (SIN) & Estimated Sales	DESCRIPTION	HOURLY RATE	DAILY RATE	SQ. FT. RATE	UNIT PRICE	COMMERCIAL PRICELIST (Circle Yes or No below.) If Yes, fill in applicable discount rate, and attach copy of pricelist	
371-001 Estimated Sales \$300,000,00 0	Grounds Maintenance					Yes / No	% Disc
371-002 Estimated Sales \$100,000,00 0	Tree Planting, Trimming and Removal					Yes / No	% Disc
371-003 Estimated Sales \$50,000,000	Pest Control	See Proposed GSA Price List Tab				Yes / No	% Disc

371-004 Estimated Sales: \$25,000,000	Snow and Ice Removal					Yes / No	____ % Disc
371-1000 Estimated Sales: \$10,000,000	Other Direct Costs <i>NOTE: All items proposed must be directly related to the Schedule service and can only be purchased in conjunction with the Schedule service.</i>					Yes / No	____ % Disc
371-006 Estimated Sales: \$10,000,000	Support Training and Consultation Services <i>NOTE: Award of this SIN is limited to only those contractors awarded a contract for services under other SINs in this attachment for which ancillary products/services are appropriate.</i>					Yes / No	____ % Disc
371-099 Estimated Sales: \$5,000,000	Introduction of New Products/Services 1. A new or improved product/service is a product/service, offered anytime, that has the potential to provide more economical or efficient means for Federal agencies to accomplish their mission. It may be a product/service existing in the commercial market that is being developed, improved, or not yet introduced to the Federal Government. It also may perform a new task or procedure not currently available under any GSA contract. 2. The vendor must be capable of demonstrating that the product/service has the potential to provide greater economical or efficient means for Federal agencies to accomplish their mission; perform a new task or procedure not currently available under any GSA contract. 3. As determined by the Government, there are no similar items currently available under an existing Special Item Number(SIN).					Yes / No	____ % Disc

	<p>4. Vendors must understand that there is no guarantee that the product offered will be recognized and accepted as a new product/service.</p> <p>5. Technical review of items may be considered. The Government has sole discretion to determine whether an item shall be accepted as a new product/service.</p>						
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SPECIAL INSTRUCTIONS FOR PRICING SERVICES

To support the prices proposed, the pricing proposal shall include sufficient information for each service offered to enable the Contracting Officer to perform a price analysis in accordance with FAR 15.4.

Pricing for these services must be substantiated by:

- Established commercial catalog prices (published and dated pricelists); offerors who do not use a published and dated commercial pricelist must submit cost or pricing information such as copies of contracts, invoices, agreements, internal business memorandums, quote sheets, or additional information requested by the contracting officer.
- Proposed hourly and unit pricing should include direct and indirect costs, and profit, that contribute to the proposed hourly or unit price.

For services not on a commercial pricelist (commercial non-catalog), price adjustments are subject to the economic price adjustment clause (I-FSS-969). If the offeror proposes an annual escalation rate in accordance with I-FSS-969, it should only be for the five-year base period. The escalation rate for the option periods will be negotiated prior to exercise of the option(s). The offeror must provide an explanation of the methodology for any proposed price escalations, e.g., DRI forecasts (Data Resources Inc.), etc. **Price adjustments are also subject to 52.222-43, Fair Labor Standards Act and Service Contract Act-Price Adjustment (Multi Year and Option Contracts).**

The Government's objective is to attain nationwide coverage under resultant contracts. Overtime rates may be offered. The preferred method of purchase under this solicitation is firm fixed price. Clause G-FSS-920 outlines the ordering procedures that ordering agencies must follow when placing task orders under this contract. All support materials must be covered under the unit or hourly prices of this contract, priced separately as "other direct charges," or provided for under "teaming arrangements" through any other Federal Supply Schedule contract.

All firms submitting a proposal must complete the Commercial Sales Practices Format at the end of this Attachment , in accordance with the Commercial Sales Practice Instructions (Also See Clause 552.212-70, Preparation of Offer – Multiple Award Schedule).

Costs for travel and per diem (lodging, meals, and incidental expenses) required for on-site services at an agency will be in accordance with the Federal Acquisition Regulation (FAR) 31.205-46, Travel Costs, and the Contractor's cost accounting system. Travel expenses are quoted at the task order level, are directly reimbursable by the ordering agency, and are in addition to the prices for services rendered under the Schedule. The contractor shall notify the ordering agency of the requirement for reimbursement of transportation and per diem expenses prior to acceptance of the task order. This notification shall include a "not to exceed" estimate of the proposed costs. No reimbursement is authorized except as specified in an ordering agency's task order.

Special instructions for services subject to the Service Contract Act

Contractors shall comply with all requirements of the Service Contract Act, as specified elsewhere in this solicitation. Wage determinations shall be incorporated into resultant contracts at the time of award. It is the intent of the contracting officer to establish the contract using wage determinations for major metropolitan areas and add wage determinations for new areas as the need arises using the Modifications Clause of this contract. The contracting

officer shall maintain an active file of current wage determinations for use by both contractors and customer agencies should questions arise. Prices should be provided to reflect one or more of the categories listed in the "Schedule of Services," for each proposed location.

Past Performance – In order to assist the Government in assessing an offeror's past performance, each company responding to this solicitation is required to have Open Ratings, Inc., complete a Dun & Bradstreet Past Performance Evaluation Report on that firm. The request to Open Ratings must be made prior to submission of a proposal. Each offeror must submit, with its proposal, a copy of the completed past performance evaluation sent by the offeror to Open Ratings. Any charges associated with the Past Performance Evaluation Report will be paid by the offeror. This involves providing 20 references (See Addendum to 552.212-73). The Government also reserves the option to contact other references that it discovers on its own. Past performance information will be used to determine responsibility.

PLEASE NOTE - ORDERING OFFICIAL - DEFINED: Use of the term "Ordering Official" in Attachment 10 of the Hardware SuperStore Solicitation refers to anyone authorized to use and place orders under GSA FSS Multiple Award Schedules, pursuant to any dollar thresholds or limitations, which may include Building Managers, Purchasing Agents, Contract Specialists and Contracting Officers.

SCOPE OF WORK – BEAUTIFICATION CENTER (Note: The government's requirements pursuant to SINs 371-001, 371-002, 371-003 and 371-004 in many cases are large scale, continuous maintenance projects, with an estimated value up to several million dollars over the life of some these projects. Potential offerors must be capable of accomplishing projects in the estimated dollar range, and should possess a work force and equipment inventory commensurate with the estimated range.)

- **SIN 371-001 - Ground Maintenance –**
Services include but not limited to, the planning, development, maintenance, management, and operation, for grounds maintenance at or on Federal facilities and/or properties. These services involve mowing, planting, seeding, fertilizing, raking, mulching, watering, pruning, weeding, aerating, and all services related to grounds maintenance
- **SIN 371-002 - Tree Planting, Trimming and Removal (Arborist Services) –**
Services include but are not limited to, the planning, development, management, operation, and maintenance of trees on Federal facilities and/or properties. These services involve planting, trimming, removal, and mulching and all other services relating to tree planting/trimming/removal.
- **SIN 371-003 - Pest Control –**
Services include but are not limited to, the planning, development, management, operation, and maintenance for pest control and removal at or on Federal facilities and properties. These services involve applications of pesticides, trapping and/or removal of pests.
- **SIN 371-004 - Snow and Ice Removal –**
Services include but are not limited to, the planning, development, management, operation, and maintenance of snow & ice clearing or removal at or on Federal facilities and/or properties. These services involve removal of snow/ice from sidewalks, parking lots, driveways, steps, and roofs, application of de-icing material and all services relating to snow/ice removal.
- **SIN 371-1000 - Other Direct Costs–**
Charges in direct support of services provided under all other SINS in the Beautification Center. These charges could include costs for, but are not limited to pesticides, trees, shrubs, flowers, soil, sod, fertilizer, mulch, rock, landscaping, seeds, plants, ornamental structures, fencing, and any materials and/or ancillary services needed for or utilized in performance of a specific task under this department.

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All Other Direct Costs proposed must be directly related to the Schedule service and can only be purchased in conjunction with the Schedule service.

SIN 371-006 - Support Training and Consultation Services –

Services include but are not limited to training and/or consultation services as they pertain to the planning, development, management, operation, landscaping and maintenance, for the beautification of Federal facilities and/or properties.



Award of this SIN (371-006) is limited to only those contractors awarded a contract for service under other SINs in this attachment for which support training and consultation are appropriate.

• **SIN 371-009 - Introduction of New Services –**

New services within the scope of the schedule, but most specifically covered by a numbered SIN that has the potential to provide the Government with a more economical or efficient means of meeting missions requirements.

CONTRACTOR RESPONSIBILITIES

- Security clearances
 - Contractor expense
 - Permits
 - Qualifications
- Key Personnel
 - Site Manager
 - Project Manager
 - Qualifications
 - 24 Hour Response Availability
- Work hour restrictions – may be identified by locations/task

CONTRACTOR SPECIAL REQUIREMENTS

- All services used in the performance of resulting contracts must be environmentally friendly, must meet current EPA standards and regulations, and all products must be approved by requisitioning authority before use
- Contractor must obtain all necessary clearances, permits, and licenses, etc. – and they will be obtained by the contractor at the contractor's expense
- No products containing chemical 2, 4-D shall be used on this contract.

DOCUMENTATION, STANDARDS, ETC. (As applicable)

- EPA Guidelines
- Standard Commercial Practices
- State, City, County codes and/or regulations
- OSHA
- Others as directed by the ordering activity as possible concerning regulatory restrictions (this can be done at the ordering level).

DATA - DELIVERABLE REQUIREMENTS (to be handled by the requisitioning activity)

- What
- When (frequency)
- Where (work location)
- Work Hours
- Work Days
- Urgent Requirements
- Materials– i.e., plants, shrubs, trees, etc.

Addendum to 52.212-4

52.216-19 ORDER LIMITATIONS (OCT 1995) (VARIATION I—AUG 1999)

- (a) Minimum order. When the Government requires supplies or services covered by this contract in an amount less than \$100, the Government is not obligated to purchase, nor is the Contractor obligated to furnish those supplies or services under the contract. However, offerors may, if willing to accept smaller orders, specify a smaller amount in their offers. If a smaller amount is offered, it is mutually agreed that the Contractor will accept such orders and specify the smaller minimum order limitation in the applicable catalog/pricelist. If the offeror fails to specify a smaller amount, the Government may place orders for a smaller amount. Such orders shall be deemed to be accepted by the Contractor, unless returned to the ordering office within 5 workdays after receipt by the Contractor.
- (b) Maximum order. The Contractor is not obligated to honor any order for a combination of items in excess of:
- | ITEM NUMBER/SIN | MAXIMUM ORDER |
|-----------------|---------------|
| *ALL* | *\$750,000* |
- (c) Notwithstanding paragraph (b) above, the Contractor shall honor any order exceeding the maximum orders in paragraph (b), unless that order (or orders) is returned to the ordering office within 5 workdays after receipt, with written notice stating the Contractor's intent not to ship the item (or items) called for and the reasons. Upon receiving this notice, the Government may acquire the supplies or services from another source.
- (d) Notwithstanding paragraph (b) and (c) above, the Contractor shall honor any purchase card orders exceeding the maximum orders in paragraph (b), unless that order (or orders) is returned to the ordering office within 24 hours after receipt, with written notice stating the Contractor's intent not to ship the item (or items) called for and the reasons. Upon receiving this notice, the Government may acquire the supplies or services from another source.

THE FOLLOWING CLAUSES (52.222-41, 52.222-43, AND 52.222-49) ONLY APPLY TO SERVICES SUBJECT TO THE SERVICE CONTRACT ACT.

In addition, Clauses 52.222-42, Statement of Equivalent Rates for Federal Hires (29 U.S.C. 206 and 41 U.S.C. 351, et seq.), and 52.222-47, Service Contract Act Minimum Wages and Fringe Benefits are incorporated by reference (See 52.212-5).

52.222-41 SERVICE CONTRACT ACT OF 1965, AS AMENDED (MAY 1989)

- (a) Definitions. "Act," as used in this clause, means the Service Contract Act of 1965, as amended (41 U.S.C. 351, et seq.).

"Contractor," as used in this clause or in any subcontract, shall be deemed to refer to the subcontractor, except in the term "Government Prime Contractor."

"Service employee," as used in this clause, means any person engaged in the performance of this contract other than any person employed in a bona fide executive, administrative, or professional capacity, as these terms are defined in Part 541 of Title 29, Code of Federal Regulations, as revised. It includes all such persons regardless of any contractual relationship that may be alleged to exist between a Contractor or subcontractor.

- (b) Applicability. This contract is subject to the following provisions and to all other applicable provisions of the Act and regulations of the Secretary of Labor (29 CFR Part 4). This clause does not apply to contracts or subcontracts administratively exempted by the Secretary of Labor or exempted by 41 U.S.C. 356, as interpreted in subpart C of 29 CFR Part 4.
- (c) Compensation. (1) Each service employee employed in the performance of this contract by the Contractor or any subcontractor shall be paid not less than the minimum monetary wages and shall be furnished fringe benefits in accordance with the wages and fringe benefits determined by the Secretary of Labor or authorized representative, as specified in any wage determination attached to this contract.

- (2) (i) If a wage determination is attached to this contract, the Contractor shall classify any class of service employee which is not listed herein and which is to be employed under the contract (i.e., the work to be performed is not performed by any classification listed in the wage determination), so as to provide a reasonable relationship (i.e., appropriate level of skill comparison) between such unlisted classifications and the classifications listed in the wage determination. Such conformed class of employees shall be paid the monetary wages and furnished the fringe benefits as are determined pursuant to the procedures in this paragraph (c).
- (ii) This conforming procedure shall be initiated by the Contractor prior to the performance of contract work by the unlisted class of employee. The Contractor shall submit Standard Form (SF) 1444, Request for Authorization of Additional Classification and Rate, to the Contracting Officer no later than 30 days after the unlisted class of employee performs any contract work. The Contracting Officer shall review the proposed classification and rate and promptly submit the completed SF 1444 (which must include information regarding the agreement or disagreement of the employees' authorized representatives or the employees themselves together with the agency recommendation), and all pertinent information to the Wage and Hour Division, Employment Standards Administration, U.S. Department of Labor. The Wage and Hour Division will approve, modify, or disapprove the action or render a final determination in the event of disagreement within 30 days of receipt or will notify the Contracting Officer within 30 days of receipt that additional time is necessary.
- (iii) The final determination of the conformance action by the Wage and Hour Division shall be transmitted to the Contracting Officer who shall promptly notify the Contractor of the action taken. Each affected employee shall be furnished by the Contractor with a written copy of such determination or it shall be posted as a part of the wage determination.
- (iv) (A) The process of establishing wage and fringe benefit rates that bear a reasonable relationship to those listed in a wage determination cannot be reduced to any single formula. The approach used may vary from wage determination to wage determination depending on the circumstances. Standard wage and salary administration practices which rank various job classifications by pay grade pursuant to point schemes or other job factors may, for example, be relied upon. Guidance may also be obtained from the way different jobs are rated under Federal pay systems (Federal Wage Board Pay System and the General Schedule) or from other wage determinations issued in the same locality. Basic to the establishment of any conformable wage rate(s) is the concept that a pay relationship should be maintained between job classifications based on the skill required and the duties performed.
- (B) In the case of a contract modification, an exercise of an option or extension of an existing contract, or in any other case where a Contractor succeeds a contract under which the classification in question was previously conformed pursuant to paragraph (c) of this clause, a new conformed wage rate and fringe benefits may be assigned to the conformed classification by indexing (i.e., adjusting) the previous conformed rate and fringe benefits by an amount equal to the average (mean) percentage increase (or decrease, where appropriate) between the wages and fringe benefits specified for all classifications to be used on the contract which are listed in the current wage determination, and those specified for the corresponding classifications in the previously applicable wage determination. Where conforming actions are accomplished in accordance with this paragraph prior to the performance of contract work by the unlisted class of employees, the Contractor shall advise the Contracting Officer of the action taken but the other procedures in subdivision (c)(2)(ii) of this clause need not be followed.

- (C) No employee engaged in performing work on this contract shall in any event be paid less than the currently applicable minimum wage specified under section 6(a)(1) of the Fair Labor Standards Act of 1938, as amended.
- (v) The wage rate and fringe benefits finally determined under this subparagraph (c)(2) of this clause shall be paid to all employees performing in the classification from the first day on which contract work is performed by them in the classification. Failure to pay the unlisted employees the compensation agreed upon by the interested parties and/or finally determined by the Wage and Hour Division retroactive to the date such class of employees commenced contract work shall be a violation of the Act and this contract.
- (vi) Upon discovery of failure to comply with subparagraphs (b)(2) of this clause, the Wage and Hour Division shall make a final determination of conformed classification, wage rate, and/or fringe benefits which shall be retroactive to the date such class or classes of employees commenced contract work.
- (3) Adjustment of Compensation. If the term of this contract is more than 1 year, the minimum monetary wages and fringe benefits required to be paid or furnished thereunder to service employees under the contract shall be subject to adjustment after 1 year and not less often than once every 2 years, under wage determinations issued by the Wage and Hour Division.
- (d) Obligation to Furnish Fringe Benefits. The Contractor or subcontractor may discharge the obligation to furnish fringe benefits specified in the attachment or determined under subparagraph (c)(2) of this clause by furnishing equivalent combinations of bona fide fringe benefits, or by making equivalent or differential cash payments, only in accordance with Subpart D of 29 CFR Part 4.
- (e) Minimum Wage. In the absence of a minimum wage attachment for this contract, neither the Contractor nor any subcontractor under this contract shall pay any person performing work under this contract (regardless of whether the person is a service employee) less than the minimum wage specified by section 6(a)(1) of the Fair Labor Standards Act of 1938. Nothing in this clause shall relieve the Contractor or any subcontractor of any other obligation under law or contract for payment of a higher wage to any employee.
- (f) Successor Contracts. If this contract succeeds a contract subject to the Act under which substantially the same services were furnished in the same locality and service employees were paid wages and fringe benefits provided for in a collective bargaining agreement, in the absence of the minimum wage attachment for this contract setting forth such collectively bargained wage rates and fringe benefits, neither the Contractor nor any subcontractor under this contract shall pay any service employee performing any of the contract work (regardless of whether or not such employee was employed under the predecessor contract), less than the wages and fringe benefits provided for in such collective bargaining agreement to which such employee would have been entitled if employed under the predecessor contract, including accrued wages and fringe benefits and any prospective increases in wages and fringe benefits provided for under such agreement. No Contractor or subcontractor under this contract may be relieved of the foregoing obligation unless the limitations of 29 CFR 4.1b(b) apply or unless the Secretary of Labor or authorized representative finds, after a hearing as provided in 29 CFR 4.10 that the wages and/or fringe benefits provided for in such agreement are substantially at variance with those which prevail for services of a character similar in the locality, or determines, as provided in 29 CFR 4.11, that the collective bargaining agreement applicable to service employees employed under the predecessor contract was not entered into as a result of arm's length negotiations. Where it is found in accordance with the review procedures provided in 29 CFR 4.10 and/or 4.11 and Parts 6 and 8 that some or all of the wages and/or fringe benefits contained in a predecessor Contractor's collective bargaining agreement are substantially at variance with those which prevail for services of a character similar in the locality, and/or that the collective bargaining agreement applicable to service employees employed under the predecessor contract was not entered into as a result of arm's length negotiations, the Department will issue a new or revised wage determination setting forth the applicable wage rates and fringe benefits. Such determination shall be made part of the contract or subcontract, in accordance with the decision of the Administrator, the Administrative Law

Judge, or the Board of Service Contract Appeals, as the case may be, irrespective of whether such issuance occurs prior to or after the award of a contract or subcontract. 53 Comp. Gen. 401 (1973). In the case of a wage determination issued solely as a result of a finding of substantial variance, such determination shall be effective as of the date of the final administrative decision.

- (g) Notification to employees. The Contractor and any subcontractor under this contract shall notify each service employee commencing work on this contract of the minimum monetary wage and any fringe benefits required to be paid pursuant to this contract, or shall post the wage determination attached to this contract. The poster provided by the Department of Labor (Publication WH 1313) shall be posted in a prominent and accessible place at the worksite. Failure to comply with this requirement is a violation of section 2(a)(4) of the Act and of this contract.
- (h) Safe and Sanitary Working Conditions. The Contractor or subcontractor shall not permit any part of the services called for by this contract to be performed in buildings or surroundings or under working conditions provided by or under the control or supervision of the Contractor or subcontractor which are unsanitary or hazardous or dangerous to the health or safety of the service employee. The Contractor or subcontractor shall comply with the safety and health standards applied under 29 CFR Part 1925.
- (i) Records. (1) The Contractor and each subcontractor performing work subject to the Act shall make and maintain for 3 years from the completion of the work, and make them available for inspection and transcription by authorized representatives of the Wage and Hour Division, Employment Standards Administration, a record of the following:
 - (i) For each employee subject to the Act—
 - (A) Name and address and social security number;
 - (B) Correct work classification or classifications, rate or rates of monetary wages paid and fringe benefits provided, rate or rates of payments in lieu of fringe benefits, and total daily and weekly compensation;
 - (C) Daily and weekly hours worked by each employee; and
 - (D) Any deductions, rebates, or refunds from the total daily or weekly compensation of each employee.
 - (ii) For those classes of service employees not included in any wage determination attached to this contract, wage rates or fringe benefits determined by the interested parties or by the Administrator or authorized representative under the terms of paragraph (c) of this clause. A copy of the report required by subdivision (c)(2)(ii) of this clause will fulfill this requirement.
 - (iii) Any list of the predecessor Contractor's employees that had been furnished to the Contractor as prescribed by paragraph (n) of this clause.
- (2) The Contractor shall also make available a copy of this contract for inspection or transcription by authorized representatives of the Wage and Hour Division.
- (3) Failure to make and maintain or to make available these records for inspection and transcription shall be a violation of the regulations and this contract, and in the case of failure to produce these records, the Contracting Officer, upon direction of the Department of Labor and notification to the Contractor, shall take action to cause suspension of any further payment or advance of funds until the violation ceases.
- (4) The Contractor will permit authorized representatives of the Wage and Hour Division to conduct interviews with employees at the worksite during normal working hours.

- (j) Pay Periods. The Contractor shall unconditionally pay to each employee subject to the Act all wages due free and clear and without subsequent deduction (except as otherwise provided by law or Regulations, 29 CFR Part 4), rebate, or kickback on any account. These payments shall be made no later than one pay period following the end of the regular pay period in which the wages were earned or accrued. A pay period under this Act may not be of any duration longer than semimonthly.
- (k) Withholding of Payments and Termination of Contract. The Contracting Officer shall withhold or cause to be withheld from the Government prime Contractor under this or any other Government contract with the prime Contractor such sums as an appropriate official of the Department of Labor requests or such sums as the Contracting Officer decides may be necessary to pay underpaid employees employed by the Contractor or subcontractor. In the event of failure to pay any employees subject to the Act all or part of the wages or fringe benefits due under the Act, the Contracting Officer may, after authorization or by direction of the Department of Labor and written notification to the Contractor, take action to cause suspension of any further payment or advance of funds until such violations have ceased. Additionally, any failure to comply with the requirements of this clause may be grounds for termination of the right to proceed with the contract work. In such event, the Government may either enter into other contracts or arrangements for completion of the work, charging the Contractor in default with any additional cost.
- (l) Subcontracts. The Contractor agrees to insert this clause in all subcontracts subject to the Act.
- (m) Collective Bargaining Agreements Applicable to Service Employees. If wages to be paid or fringe benefits to be furnished any service employees employed by the Government prime Contractor or any subcontractor under the contract are provided for in a collective bargaining agreement which is or will be effective during any period in which the contract is being performed, the Government prime Contractor shall report such fact to the Contracting Officer, together with full information as to the application and accrual of such wages and fringe benefits, including any prospective increases, to service employees engaged in work on the contract, and a copy of the collective bargaining agreement. Such report shall be made upon commencing performance of the contract, in the case of collective bargaining agreements effective at such time, and in the case of such agreements or provisions or amendments thereof effective at a later time during the period of contract performance such agreements shall be reported promptly after negotiation thereof.
- (n) Seniority List. Not less than 10 days prior to completion of any contract being performed at a Federal facility where service employees may be retained in the performance of the succeeding contract and subject to a wage determination which contains vacation or other benefit provisions based upon length of service with a Contractor (predecessor) or successor (29 CFR 4.173), the incumbent prime Contractor shall furnish to the Contracting Officer a certified list of the names of all service employees on the Contractor's or subcontractor's payroll during the last month of contract performance. Such list shall also contain anniversary dates of employment on the contract either with the current or predecessor Contractors of each such service employee. The Contracting Officer shall turn over such list to the successor Contractor at the commencement of the succeeding contract.
- (o) Ruling and Interpretations. Rulings and interpretations of the Act are contained in Regulations, 29 CFR Part 4.
- (p) Contractor's Certification. (1) By entering into this contract, the Contractor (and officials thereof) certifies that neither it (nor he or she) nor any person or firm who has a substantial interest in the Contractor's firm is a person or firm ineligible to be awarded Government contracts by virtue of the sanctions imposed under section 5 of the Act.
- (2) No part of this contract shall be subcontracted to any person or firm ineligible for award of a Government contract under section 5 of the Act.
- (3) The penalty for making false statements is prescribed in the U.S. Criminal Code, 18 U.S.C. 1001.
- (q) Variations, Tolerances, and Exemptions Involving Employment. Notwithstanding any of the provisions in paragraphs (b) through (o) of this clause, the following employees may be employed in accordance with the

following variations, tolerances, and exemptions, which the Secretary of Labor, pursuant to section 4(b) of the Act prior to its amendment by Pub. L. 92-473, found to be necessary and proper in the public interest or to avoid serious impairment of the conduct of Government business.

- (1) Apprentices, student-learners, and workers whose earning capacity is impaired by age, physical or mental deficiency or injury may be employed at wages lower than the minimum wages otherwise required by section 2(a)(1) or 2(b)(1) of the Act without diminishing any fringe benefits or cash payments in lieu thereof required under section 2(a)(2) of the Act, in accordance with the conditions and procedures prescribed for the employment of apprentices, student-learners, handicapped persons, and handicapped clients of sheltered workshops under section 14 of the Fair Labor Standards Act of 1938, in the regulations issued by the Administrator (29 CFR Parts 520, 521, 524, and 525).
- (2) The Administrator will issue certificates under the Act for the employment of apprentices, student-learners, handicapped persons, or handicapped clients of sheltered workshops not subject to the Fair Labor Standards Act of 1938, or subject to different minimum rates of pay under the two acts, authorizing appropriate rates of minimum wages (but without changing requirements concerning fringe benefits or supplementary cash payments in lieu thereof), applying procedures prescribed by the applicable regulations issued under the Fair Labor Standards Act of 1938 (29 CFR Parts 520, 521, 524, and 525).
- (3) The Administrator will also withdraw, annul, or cancel such certificates in accordance with the regulations in 29 CFR Parts 525 and 528.
- (r) Apprentices. Apprentices will be permitted to work at less than the predetermined rate for the work they perform when they are employed and individually registered in a bona fide apprenticeship program registered with a State Apprenticeship Agency which is recognized by the U.S. Department of Labor, or if no such recognized agency exists in a State, under a program registered with the Bureau of Apprenticeship and Training, Employment and Training Administration, U.S. Department of Labor. Any employee who is not registered as an apprentice in an approved program shall be paid the wage rate and fringe benefits contained in the applicable wage determination for the journeyman classification of work actually performed. The wage rates paid apprentices shall not be less than the wage rate for their level of progress set forth in the registered program, expressed as the appropriate percentage of the journeyman's rate contained in the applicable wage determination. The allowable ratio of apprentices to journeymen employed on the contract work in any craft classification shall not be greater than the ratio permitted to the Contractor as to his entire work force under the registered program.
- (s) Tips. An employee engaged in an occupation in which the employee customarily and regularly receives more than \$30 a month in tips may have the amount of these tips credited by the employer against the minimum wage required by section 2(a)(1) or section 2(b)(1) of the Act, in accordance with section 3(m) of the Fair Labor Standards Act and Regulations 29 CFR Part 531. However, the amount of credit shall not exceed \$1.34 per hour beginning January 1, 1981. To use this provision—
 - (1) The employer must inform tipped employees about this tip credit allowance before the credit is utilized;
 - (2) The employees must be allowed to retain all tips (individually or through a pooling arrangement and regardless of whether the employer elects to take a credit for tips received);
 - (3) The employer must be able to show by records that the employee receives at least the applicable Service Contract Act minimum wage through the combination of direct wages and tip credit;
 - (4) The use of such tip credit must have been permitted under any predecessor collective bargaining agreement applicable by virtue of section 4(c) of the Act.
- (t) Disputes Concerning Labor Standards. The U.S. Department of Labor has set forth in 29 CFR Parts 4, 6, and 8 procedures for resolving disputes concerning labor standards requirements. Such disputes shall be resolved in

accordance with those procedures and not the Disputes clause of this contract. Disputes within the meaning of this clause include disputes between the Contractor (or any of its subcontractors) and the contracting agency, the U.S. Department of Labor, or the employees or their representatives.

**52.222-43 FAIR LABOR STANDARDS ACT AND SERVICE CONTRACT ACT—PRICE ADJUSTMENT
(MULTIPLE YEAR AND OPTION CONTRACTS) (MAY 1989)**

- (a) This clause applies to both contracts subject to area prevailing wage determinations and contracts subject to collective bargaining agreements.
- (b) The Contractor warrants that the prices in this contract do not include any allowance for any contingency to cover increased costs for which adjustment is provided under this clause.
- (c) The wage determination, issued under the Service Contract Act of 1965, as amended, (41 U.S.C. 351, et seq.), by the Administrator, Wage and Hour Division, Employment Standards Administration, U.S. Department of Labor, current on the anniversary date of a multiple year contract or the beginning of each renewal option period, shall apply to this contract. If no such determination has been made applicable to this contract, then the Federal minimum wage as established by section 6(a)(1) of the Fair Labor Standards Act of 1938, as amended, (29 U.S.C. 206) current on the anniversary date of a multiple year contract or the beginning of each renewal option period, shall apply to this contract.
- (d) The contract price or contract unit price labor rates will be adjusted to reflect the Contractor's actual increase or decrease in applicable wages and fringe benefits to the extent that the increase is made to comply with or the decrease is voluntarily made by the Contractor as a result of:
 - (1) The Department of Labor wage determination applicable on the anniversary date of the multiple year contract, or at the beginning of the renewal option period. For example, the prior year wage determination required a minimum wage rate of \$4.00 per hour. The Contractor chose to pay \$4.10. The new wage determination increases the minimum rate to \$4.50 per hour. Even if the Contractor voluntarily increases the rate to \$4.75 per hour, the allowable price adjustment is \$.40 per hour;
 - (2) An increase or decrease wage determination otherwise applied to the contract by operation of law; or
 - (3) An amendment to the Fair Labor Standards Act of 1938 that is enacted after award of this contract, affects the minimum wage, and becomes applicable to this contract under law.
- (e) Any adjustment will be limited to increases or decreases in wages and fringe benefits as described in paragraph (c) of this clause, and the accompanying increases or decreases in social security and unemployment taxes and workers' compensation insurance, but shall not otherwise include any amount for general and administrative costs, overhead, or profit.
- (f) The Contractor shall notify the Contracting Officer of any increase claimed under this clause within 30 days after receiving a new wage determination unless the Contracting Officer extends this notification period in writing. The Contractor shall promptly notify the Contracting Officer of any decrease under this clause, but nothing in the clause shall preclude the Government from asserting a claim within the period permitted by law. The notice shall contain a statement of the amount claimed and any relevant supporting data, including payroll records, which the Contracting Officer may reasonably require. Upon agreement of the parties, the contract price or contract unit price labor rates shall be modified in writing. The Contractor shall continue performance pending agreement on or determination of any such adjustment in its effective date.
- (g) The Contracting Officer or an authorized representative shall have access to and the right to examine any directly pertinent books, documents, papers and records of the Contractor until the expiration of 3 years after final payment under the contract.

52.222-49 SERVICE CONTRACT ACT—PLACE OF PERFORMANCE UNKNOWN (MAY 1989)

- (a) This contract is subject to the Service Contract Act, and the place of performance was unknown when the solicitation was issued. In addition to places or areas identified in wage determinations, if any, attached to the solicitation, wage determinations have also been requested for the following: 48 contiguous states, Washington, DC, Alaska, and Hawaii. The Contracting Officer will request wage determinations for additional places or areas of performance if asked to do so in writing within 15 days of request.
- (b) Offerors who intend to perform in a place or area of performance for which a wage determination has not been attached or requested may nevertheless submit bids or proposals. However, a wage determination shall be requested and incorporated in the resultant contract retroactive to the date of contract award, and there shall be no adjustment in the contract price.

Wage Determination No. _____ (Pending) _____ is incorporated herein.

**52.223-3 HAZARDOUS MATERIAL IDENTIFICATION AND MATERIAL SAFETY DATA (JAN 1997)
(ALTERNATE I—JUL 1995)**

- (a) Hazardous material, as used in this clause, includes any material defined as hazardous under the latest version of Federal Standard No. 313 (including revisions adopted during the term of the contract).
- (b) The offeror must list any hazardous material, as defined in paragraph (a) of this clause, to be delivered under this contract. The hazardous material shall be properly identified and include any applicable identification number, such as National Stock Number or Special Item Number. This information shall also be included on the Material Safety Data Sheet submitted under this contract.

Material (If none, insert None)	Identification No.
_____	_____
_____	_____
_____	_____

See attached Material Safety Data Sheets (MSDS) tab of this proposal. The sheets behind this tab do not include every possible chemical treatment that may be used under this contract but rather are the primary products used.

- (c) This list must be updated during performance of the contract whenever the Contractor determines that any other material to be delivered under this contract is hazardous.
- (d) The apparently successful offeror agrees to submit, for each item as required prior to award, a Material Safety Data Sheet, meeting the requirements of 29 CFR 1910.1200(g) and the latest version of Federal Standard No. 313, for all hazardous material identified in paragraph (b) of this clause. Data shall be submitted in accordance with Federal Standard No. 313, whether or not the apparently successful offeror is the actual manufacturer of these items. Failure to submit the Material Safety Data Sheet prior to award may result in the apparently successful offeror being considered nonresponsible and ineligible for award.
- (e) If, after award, there is a change in the composition of the item(s) or a revision to Federal Standard No. 313, which renders incomplete or inaccurate the data submitted under paragraph (d) of this clause, the Contractor shall promptly notify the Contracting Officer and resubmit the data.
- (f) Neither the requirements of this clause nor any act or failure to act by the Government shall relieve the Contractor of any responsibility or liability for the safety of Government, Contractor, or subcontractor personnel or property.
- (g) Nothing contained in this clause shall relieve the Contractor from complying with applicable Federal, State, and local laws, codes, ordinances, and regulations (including the obtaining of licenses and permits) in connection with hazardous material.
- (h) The Government's rights in data furnished under this contract with respect to hazardous material are as follows:

- (1) To use, duplicate and disclose any data to which this clause is applicable. The purposes of this right are to—
- (i) Apprise personnel of the hazards to which they may be exposed in using, handling, packaging, transporting, or disposing of hazardous materials;
 - (ii) Obtain medical treatment for those affected by the material; and
 - (iii) Have others use, duplicate, and disclose the data for the Government for these purposes.
- (2) To use, duplicate, and disclose data furnished under this clause, in accordance with subparagraph (h)(1) of this clause, in precedence over any other clause of this contract providing for rights in data.
- (3) The Government is not precluded from using similar or identical data acquired from other sources.
- (i) Except as provided in paragraph (i)(2) the Contractor shall prepare and submit a sufficient number of Material Safety Data Sheets (MSDS's), meeting the requirements of 29 CFR 1910.1200(g) and the latest version of Federal Standard No. 313, for all hazardous materials identified in paragraph (b) of this clause.
- (1) For items shipped to consignees, the Contractor shall include a copy of the MSDS with the packing list or other suitable shipping document which accompanies each shipment. Alternatively, the Contractor is permitted to transmit MSDS's to consignees in advance of receipt of shipments by consignees, if authorized in writing by the Contracting Officer.
- (2) For items shipped to consignees identified by mailing address as agency depots, distribution centers or customer supply centers, the Contractor shall provide one copy of the MSDS's in or on each shipping container. If affixed to the outside of each container, the MSDS must be placed in a weather resistant envelope.

52.223-5 POLLUTION PREVENTION AND RIGHT-TO-KNOW INFORMATION (APR 1998)

- (a) Executive Order 12856 of August 3, 1993, requires Federal facilities to comply with the provisions of the Emergency Planning and Community Right-to-Know Act of 1986 (EPCRA) (42 U.S.C. 11001-11050) and the Pollution Prevention Act of 1990 (PPA) (42 U.S.C. 13101-13109).
- (b) The Contractor shall provide all information needed by the Federal facility to comply with the emergency planning reporting requirements of Section 302 of EPCRA; the emergency notice requirements of Section 304 of EPCRA; the list of Material Safety Data Sheets required by Section 311 of EPCRA; the emergency and hazardous chemical inventory forms of Section 312 of EPCRA; the toxic chemical release inventory of Section 313 of EPCRA, which includes the reduction and recycling information required by Section 6607 of PPA; and the toxic chemical reduction goals requirements of Section 3-302 of Executive Order 12856.

52.228-5 INSURANCE—WORK ON A GOVERNMENT INSTALLATION (JAN 1997)

- (a) The Contractor shall, at its own expense, provide and maintain during the entire performance of this contract, at least the kinds and minimum amounts of insurance required in the Schedule or elsewhere in the contract.
- (b) Before commencing work under this contract, the Contractor shall notify the Contracting Officer in writing that the required insurance has been obtained. The policies evidencing required insurance shall contain an endorsement to the effect that any cancellation or any material change adversely affecting the Government's interest shall not be effective—
- (1) For such period as the laws of the State in which this contract is to be performed prescribe; or
 - (2) Until 30 days after the insurer or the Contractor gives written notice to the Contracting Officer, whichever period is longer.
- (c) The Contractor shall insert the substance of this clause, including this paragraph (c), in subcontracts under this contract that require work on a Government installation and shall require subcontractors to provide and maintain the insurance required in the Schedule or elsewhere in the contract. The Contractor shall maintain a copy of all

subcontractors' proofs of required insurance, and shall make copies available to the Contracting Officer upon request.

52.237-1 SITE VISIT (APR 1984)

Offerors or quoters are urged and expected to inspect the site where services are to be performed and to satisfy themselves regarding all general and local conditions that may affect the cost of contract performance, to the extent that the information is reasonably obtainable. In no event shall failure to inspect the site constitute grounds for a claim after contract award.

52.237-2 PROTECTION OF GOVERNMENT BUILDINGS, EQUIPMENT, AND VEGETATION (APR 1984)

The Contractor shall use reasonable care to avoid damaging existing buildings, equipment, and vegetation on the Government installation. If the Contractor's failure to use reasonable care causes damage to any of this property, the Contractor shall replace or repair the damage at no expense to the Government as the Contracting Officer directs. If the Contractor fails or refuses to make such repair or replacement, the Contractor shall be liable for the cost, which may be deducted from the contract price.

552.228-70 WORKERS' COMPENSATION LAWS (SEP 1999)

The Act of June 25, 1936, 49 Stat. 1938 (40 U.S.C. 290) authorizes the constituted authority of the several States to apply their workers' compensation laws to all lands and premises owned or held by the United States.

552.246-76 WARRANTY OF PESTICIDES (MAY 1989)

- (a) Notwithstanding acceptance of pesticides by the Government, the Contractor warrants that for 1 year after the date of shipment, all pesticides furnished under this contract shall meet the requirements of Pub. L. 92-516, as amended, and shall be registered with the Environmental Protection Agency (EPA).
- (b) If EPA takes action to stop sale, stop use, remove, seize, or cancel registration of a pesticide within 1 year after date of shipment, the Contractor shall immediately notify the Contracting Officer. The notification will include:
(1) contract number; (2) identification of the pesticide; (3) reason for the EPA action against the pesticide; and (4) list of Government agencies and addresses to which it was delivered.

C-FSS-370 CONTRACTOR TASKS / SPECIAL REQUIREMENTS (NOV 2001)

- (a) **Security Clearances:** The Contractor may be required to obtain/possess varying levels of security clearances in the performance of orders issued under this contract. All costs associated with obtaining/possessing such security clearances should be factored into the price offered under the Multiple Award Schedule.
- (b) **Travel:** The Contractor may be required to travel in performance of orders issued under this contract. Allowable travel and per diem charges are governed by Pub. L. 99-234 and FAR Part 31, and are reimbursable by the ordering agency or can be priced as a fixed price item on orders placed under the Multiple Award Schedule. The Industrial Funding Fee does NOT apply to travel and per diem charges.
- (c) **Certifications, Licenses and Accreditations:** As a commercial practice, the Contractor may be required to obtain/possess any variety of certifications, licenses and accreditations for specific FSC/service code classifications offered. All costs associated with obtaining/possessing such certifications, licenses and accreditations should be factored into the price offered under the Multiple Award Schedule program.
- (d) **Insurance:** As a commercial practice, the Contractor may be required to obtain/possess insurance coverage for specific FSC/service code classifications offered. All costs associated with obtaining/possessing such insurance should be factored into the price offered under the Multiple Award Schedule program.

- (e) **Personnel:** The Contractor may be required to provide key personnel, resumes or skill category descriptions in the performance of orders issued under this contract. Ordering activities may require agency approval of additions or replacements to key personnel.
- (f) **Organizational Conflicts of Interest:** Where there may be an organizational conflict of interest as determined by the ordering agency, the Contractor's participation in such order may be restricted in accordance with FAR Part 9.5.
- (g) **Documentation/Standards:** The Contractor may be requested to provide products or services in accordance with rules, regulations, OMB orders, standards and documentation as specified by the agency's order.
- (h) **Data/Deliverable Requirements:** Any required data/deliverables at the ordering level will be as specified or negotiated in the agency's order.
- (i) **Government-Furnished Property:** As specified by the agency's order, the Government may provide property, equipment, materials or resources as necessary.
- (j) **Availability of Funds:** Many Government agencies' operating funds are appropriated for a specific fiscal year. Funds may not be presently available for any orders placed under the contract or any option year. The Government's obligation on orders placed under this contract is contingent upon the availability of appropriated funds from which payment for ordering purposes can be made. No legal liability on the part of the Government for any payment may arise until funds are available to the ordering Contracting Officer.
- (k) **Overtime:** For professional services, the labor rates in the Schedule should not vary by virtue of the Contractor having worked overtime. For services applicable to the Service Contract Act (as identified in the Schedule), the labor rates in the Schedule will vary as governed by labor laws (usually assessed a time and a half of the labor rate).

G-FSS-920

**ORDERING PROCEDURES FOR SERVICES (REQUIRING A STATEMENT OF WORK)
(MAY 2000)**

FAR 8.402 contemplates that GSA may occasionally find it necessary to establish special ordering procedures for individual Federal Supply Schedules or for some Special Item Numbers (SINs) within a Schedule. GSA has established special ordering procedures for services that require a Statement of Work. These special ordering procedures take precedence over the procedures in FAR 8.404 (b)(2) through (b)(3).

GSA has determined that the prices for services contained in the contractor's price list applicable to this Schedule are fair and reasonable. However, the ordering office using this contract is responsible for considering the level of effort and mix of labor proposed to perform a specific task being ordered and for making a determination that the total firm-fixed price or ceiling price is fair and reasonable.

(a) When ordering services, ordering offices shall—

(1) Prepare a Request (Request for Quote or other communication tool):

- (i) A statement of work (a performance-based statement of work is preferred) that outlines, at a minimum, the work to be performed, location of work, period of performance, deliverable schedule, applicable standards, acceptance criteria, and any special requirements (i.e., security clearances, travel, special knowledge, etc.) should be prepared.
- (ii) The request should include the statement of work and request the contractors to submit either a firm-fixed price or a ceiling price to provide the services outlined in the statement of work. A firm-fixed price order shall be requested, unless the ordering office makes a determination that it is not possible at the time of placing the order to estimate accurately the extent or duration of the work or

to anticipate cost with any reasonable degree of confidence. When such a determination is made, a labor hour or time-and-materials proposal may be requested. The firm-fixed price shall be based on the prices in the schedule contract and shall consider the mix of labor categories and level of effort required to perform the services described in the statement of work. The firm-fixed price of the order should also include any travel costs or other direct charges related to performance of the services ordered, unless the order provides for reimbursement of travel costs at the rates provided in the Federal Travel or Joint Travel Regulations. A ceiling price must be established for labor-hour and time-and-materials orders.

- (iii) The request may ask the contractors, if necessary or appropriate, to submit a project plan for performing the task, and information on the contractor's experience and/or past performance performing similar tasks.
- (iv) The request shall notify the contractors what basis will be used for selecting the contractor to receive the order. The notice shall include the basis for determining whether the contractors are technically qualified and provide an explanation regarding the intended use of any experience and/or past performance information in determining technical qualification of responses.

(2) Transmit the Request to Contractors:

- (i) Based upon an initial evaluation of catalogs and price lists, the ordering office should identify the contractors that appear to offer the best value (considering the scope of services offered, pricing and other factors such as contractors' locations, as appropriate).
- (ii) The request should be provided to three (3) contractors if the proposed order is estimated to exceed the micro-purchase threshold, but not exceed the maximum order threshold. For proposed orders exceeding the maximum order threshold, the request should be provided to additional contractors that offer services that will meet the agency's needs. Ordering offices should strive to minimize the contractors' costs associated with responding to requests for quotes for specific orders. Requests should be tailored to the minimum level necessary for adequate evaluation and selection for order placement. Oral presentations should be considered, when possible.

(3) Evaluate Responses and Select the Contractor to Receive the Order:

After responses have been evaluated against the factors identified in the request, the order should be placed with the schedule contractor that represents the best value. (See FAR 8.404)

- (b) The establishment of Federal Supply Schedule Blanket Purchase Agreements (BPAs) for recurring services is permitted when the procedures outlined herein are followed. All BPAs for services must define the services that may be ordered under the BPA, along with delivery or performance time frames, billing procedures, etc. The potential volume of orders under BPAs, regardless of the size of individual orders, may offer the ordering office the opportunity to secure volume discounts. When establishing BPAs, ordering offices shall—

- (1) Inform contractors in the request (based on the agency's requirement) if a single BPA or multiple BPAs will be established, and indicate the basis that will be used for selecting the contractors to be awarded the BPAs.
 - (i) **SINGLE BPA:** Generally, a single BPA should be established when the ordering office can define the tasks to be ordered under the BPA and establish a firm-fixed price or ceiling price for individual tasks or services to be ordered. When this occurs, authorized users may place the order directly under the established BPA when the need for service arises. The schedule contractor that represents the best value should be awarded the BPA. (See FAR 8.404)

- (ii) **MULTIPLE BPAs:** When the ordering office determines multiple BPAs are needed to meet its requirements, the ordering office should determine which contractors can meet any technical qualifications before establishing the BPAs. When multiple BPAs are established, the authorized users must follow the procedures in (a)(2)(ii) above and then place the order with the Schedule contractor that represents the best value.
- (2) **Review BPAs Periodically:** Such reviews shall be conducted at least annually. The purpose of the review is to determine whether the BPA still represents the best value. (See FAR 8.404)
- (c) The ordering office should give preference to small business concerns when two or more contractors can provide the services at the same firm-fixed price or ceiling price.
- (d) When the ordering office's requirement involves both products as well as executive, administrative and/or professional, services, the ordering office should total the prices for the products and the firm-fixed price for the services and select the contractor that represents the best value. (See FAR 8.404)
- (e) The ordering office, at a minimum, should document orders by identifying the contractor from which the services were purchased, the services purchased, and the amount paid. If other than a firm-fixed price order is placed, such documentation should include the basis for the determination to use a labor-hour or time-and-materials order. For agency requirements in excess of the micro-purchase threshold, the order file should document the evaluation of Schedule contractors' quotes that formed the basis for the selection of the contractor that received the order and the rationale for any trade-offs made in making the selection.

I-FSS-103 SCOPE OF CONTRACT—WORLDWIDE (APR 2000)

(a) This solicitation is issued to establish contracts, which may be used on a non-mandatory basis by the agencies and activities presenting a Government Purchase Card or Purchase Orders, as a source of supply for the supplies or services described herein, for delivery within the offerors commercial delivery area. This solicitation is issued to establish contracts, which may be used as sources of supplies or services described herein for domestic and/or overseas delivery.

Definitions—*Domestic delivery* is delivery within the 48 contiguous states, Alaska, Hawaii, Puerto Rico and Washington, DC; and to a CONUS port or consolidation point for orders received from overseas activities. *Overseas delivery* is delivery to points outside of the 48 contiguous states, Washington, DC, Alaska, Hawaii, and Puerto Rico.

Offerors are requested to check one of the following boxes:

☐ Contractor will provide domestic and overseas delivery. (Refer to clause I-FSS-108, Clauses for Overseas Coverage.)

☐ Contractor will provide overseas delivery only. (Refer to clause I-FSS-108, Clauses for Overseas Coverage.)

☒ Contractor will provide domestic delivery only.

TERMINIX

ASPIRE

Advanced Study Program for Integrated Regionalized Education

Core Training

Principles of Pest Management

Basics of Termite Control Services

Basics Of Termite Baiting Services

developed by:

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*Some portions of Section Four courtesy of Dow AgroSciences & John Chapman

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Section One

Core Training

Table of Contents

Introduction	1
Hazard Communication	3
Pesticide Safety	9
Spill Control	17
Environmental Concerns	24
Laws & Regulations	28
Labels	31
Pesticides & Formulations	37
Pesticide Terms	42
LD₅₀ Values of Common Pesticides	45
Customers for Life	46

Introduction

Terminix is a *service* business. We offer our customers a service to control pests and termites in their homes and businesses. Although you will use pesticides in your duties — *your job is NOT to just apply pesticides.*

Each of your customers expects — when they hire Terminix — you to find and eliminate their current infestation on the initial service. Thereafter, you are expected to keep pests from reinvading or re-establishing themselves in the building.

Essentially, your job is that of a *public health servant*. Pests are capable of carrying disease organisms on and within their bodies (e.g., cockroaches, rodents, flies). In addition, pests are capable of damaging structures (e.g., termites, carpenter ants, rodents). Some pests are direct health threats through bites and stings, such as certain spiders and bees and wasps. Just the mere fact of seeing a pest can cause anxiety, disgust, and even fear.

For all the reasons listed, *the job of a pest management professional is very important.* You protect people and their homes and property.

Numerous pest control products are available over-the-counter. In fact, only a few of the active ingredients that we could use are NOT available for our customers to purchase. If pest control is as simple as spraying a baseboard or a foundation with an insecticide, why do so many people buy the services of a pest control company? What do we have to offer?

You will learn during the course of this program it's not the pesticide that is important in controlling a pest — it's where you put it that makes all the difference. Applying a pest control product where a pest is not living will fail to control the infestation. Remember: *it's not how many you kill that's important — it's how many you LEAVE!*

During this program, you will learn

- How to identify pests
- About the conditions each pest prefers.
- How to select the right treatment technique.
- How to identify conditions that contribute to infestations.
- When to use nonchemical control techniques.
- And what to do if you fail to get results the first time.

Pest control can be demanding work. You may have to crawl into dark, damp places to reach the sites where pests are living. You may have to climb into a hot attic or root around in a lumber pile to find the source of an infestation.

But the hard work pays off because you are helping people — giving value to a homeowner or business owner who has turned to you — and Terminix — to take care of their pest problem. It is YOU who represent Terminix to the world. It is YOUR knowledge, YOUR skill, YOUR experience your customers rely upon when their homes or families are threatened by pests.

The best rewards, however, of your job in this industry are the relationships you will build — with your customers and with your co-workers. You will become friends with many of your customers — you're the one they'll call when pests come to visit.

Section Two

Principles of Pest Management

Table of Contents

Pest Management Services	1
Situational Pest Management & Treatment Techniques	3
Basic Entomology	10
Cockroaches	15
Ants	21
Fleas	32
Rodents	36
Occasional Invaders	42
Spiders	48
Stinging Pests	56
Stored Product Pests	63
Precision Residential Service	67
Route Management	75

Pest Management Services

Of the more than 100,000 species of insects, spiders, and other animals that live in the United States, only a relative few can be considered pests of homes and other buildings. For example, more than 600 species of ants are found in this country, but only about 20 species are regular invaders of homes. Around 65 species of cockroaches are found—6 or 7 of which are pests.

Ants are now the primary pest in homes while cockroaches and mice run a close second. Spiders are also a real concern for homeowners. In commercial buildings, the German cockroach is still very important, and ants are increasingly more of a problem. The house mouse is also a major concern for many facilities.

At times, however, just about any insect could become a pest simply by entering from the outside. In most cases involving insects that are not normally pests, treatment indoors is generally not warranted. In other cases involving plant pests, such as psyllids or thrips, a tree/shrub company is needed to treat the plants on which these pests are living. A different pesticide license is required for treating trees and shrubs. The job of a pest management specialist (you) is to point out steps the customer can take to exclude these insects from entering.

In your region of the country, it will be your task to learn to identify and control the major pests in your area. Each part of the U.S. is different. In the Northeast, for example, a Terminix professional needs to be able to identify two primary pest ants. In Florida, a professional needs to be familiar with about 12 species.

In your duties with Terminix, you will need to learn the fundamental control procedures necessary to deal with any infestation. Once you understand the basics, you can successfully control most any pest situation you encounter. Of course, experience will be your best teacher—each time you deal with a pest, you will learn something that will be useful later. The more years you have in your pest control career, the easier it will become to quickly analyze and solve pest infestations.

This manual will serve as a reference guide for you during your Terminix career. It does not, however, have all the answers. Rely on your managers, fellow service professionals, and your Region Technical Specialist to assist you in identifying and solving problems with which you are unfamiliar. The biggest strength Terminix has over its competitors is the experience of its employees and technical staff.

Remember, your customers expect you to solve their pest problems quickly—the first time. Focus on finding where the pest is living and direct the appropriate control method—treatment or nonchemical—at those sites, and you should be successful.

Section Three

Basics of Termite Control

Table of Contents

Termite Control Services	1
Basic Termite Biology	3
Wood-Boring Beetles & Fungi	13
Basic Building Construction	21
Terminix Unit Operations	28
Terminix Minimum Basic Requirements	36
Termite Inspections	38
Termiticides	43
Safety	45
Synchronization	49
Contamination Prevention	58
Graphs & Paperwork	64
Labels & Forms	73

Termite Control Services

Back in 1927, Bruce Flooring Company developed the first termite control strategies and started Terminix as a franchise that would offer these services to protect homes and other buildings. Since that time, Terminix has grown to become the largest pest control company in the world.

For 70 years, the standard strategy for protecting structures from termites has been the establishment of a residual chemical (termiticide) barrier in the soil around and underneath the foundation at all potential termite entry points. This approach keeps termites from reaching the wood in the home but does nothing to eliminate or reduce the size of the colony.

In 1996, the most significant change in termite control occurred when Dow AgroSciences introduced the first effective termite baiting system – the Sentricon™ Baiting System. Termites feed on a bait, and the colony size is actually suppressed to such a degree the infestation in the building stops or the colony is totally eliminated.

Terminix is now the largest provider of termite baiting services in the United States. Although most of the new termite work is sold with the baiting system, we still have more than 1,000,000 customers that are protected by the liquid “barrier” treatment.

Terminix branches, therefore, must be prepared to offer both services to its customer base. Most of the homes protected by a “barrier” are retreated when necessary using liquid termiticides. In some cases where termites are proving difficult to control using a liquid treatment, Terminix may offer baiting as an option to solve the problem. In other cases, it may be beneficial to spot treat with a liquid termiticide and institute a baiting program.

Because baiting services require regular visits to buildings to check the monitoring stations and administer bait, termite baiting is more like pest control than the old form of termite control. For this reason, pest management professionals are being cross-trained to provide termite baiting in addition to pest control services. Called Universal Technicians, these professionals can provide dual services to the same customer. Such a strategy helps increase route density and productivity while adding variety to a service professional's daily work.

This program is designed to introduce all Terminix employees to the basics of applying liquids to control termites and installing and monitoring a termite baiting program. Most of the skills required in providing these services is learned by field experience. Like pest control, termite control is best learned by seeing actual situations and employing the strategies and techniques discussed in this manual.

Section Four

Basics of Termite Baiting

Table of Contents

Termite Foraging Behavior	1
The Role of Hexaflumuron	4
Installation of Monitoring Stations	7
Installation — Concrete or Asphalt	14
Above-Ground Bait Stations	19
Inspection of Monitoring Devices	22
Using the Baitube to Initiate Self-Recruitment	25
Monitoring Existing Customers	31
Maximizing Bait System Performance	35
Sentricon Glossary of Terms	44
Labels & Forms	47

Termite Foraging Behavior

Individual termites tend not to feed exclusively at the same location within the colony territory. Rather, workers forage for food randomly at many different sites as they travel through their foraging territory.

There are two important concepts to understand about the foraging behavior of subterranean termites:

- **Continuous foraging:** Subterranean termites search continuously for additional sources of food, even though the workers may have already located abundant food at an established feeding site.
- **Random foraging:** Individual workers forage randomly among all established feeding sites.

Thus, workers continuously search for new food sources and randomly feed at all available food sites in the colony foraging territory. Groups of termites from a colony do not appear to feed more frequently at any one particular site.

To maintain social integration and division of labor, termites need to communicate with each other, the most common way being through the use of chemical messages called pheromones. Pheromones are a colony-specific mixture of scents produced by glands and secreted outside of a termite's body.

Termite pheromones perform the following functions:

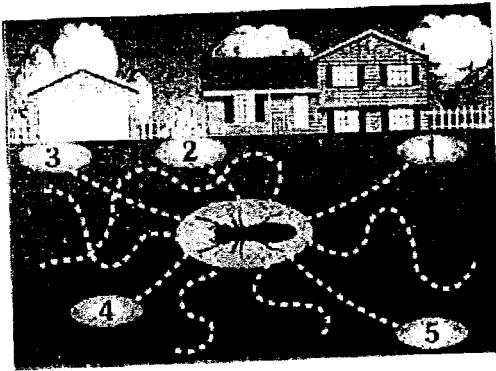
- Mark trails directing and recruiting nestmates to feeding sites
- Stimulate feeding at those sites once termites have found them

When a foraging termite worker locates a food source, it seems to mark it with a feeding stimulant so that nestmates will eat at the site. The worker termite then returns to the nest, all the while laying the trail pheromone, which guides nestmates to the feeding site. As additional workers follow the trail and feed at the site, they also lay pheromone trails.

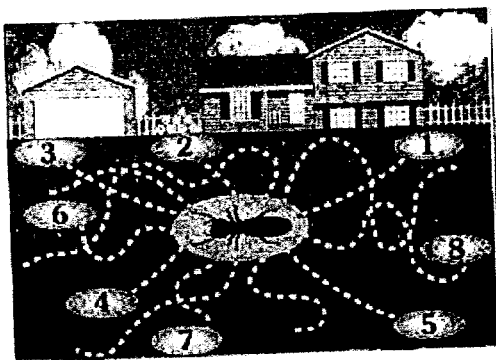
The Importance of Foraging Behavior to a Termite Baiting System

The Sentricon System takes advantage of the natural foraging behavior of termites. Since they are continuously foraging for new food sources, they eventually contact the monitoring device in the monitoring stations. Due to random foraging, each forager in the colony has an equal opportunity to contact and feed on the bait material used in the Sentricon System, thereby exposing a large number of individuals to the bait. The bait material, Recruit II, contains the active ingredient, hexaflumuron, and is packaged in the Baitube device. Termites which have consumed hexaflumuron cannot shed their old exoskeleton when they need to grow into the next life stage. Termites that cannot successfully molt soon die, leading to the eventual collapse of the colony, since the dependent members, i.e., soldiers, reproductives, and nymphs, must be fed by the workers.

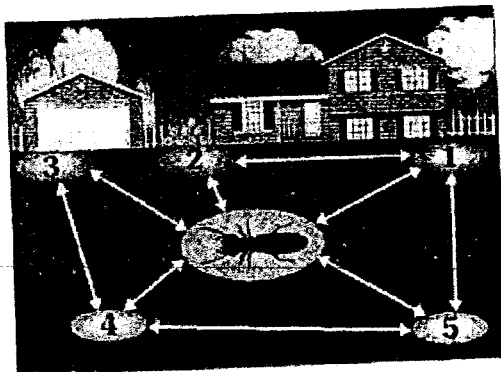
Research and use experience has confirmed that hexaflumuron eliminates entire termite colonies, even if feeding activity is limited to a single Sentricon station. Due to random foraging and possibly to trophallaxis, eventually all colony members will consume a lethal dose of Recruit II termite bait.



Continuous foraging:
Subterranean termites search continuously for additional sources of food ...



... even though workers may have already located abundant food at an established feeding site.



Random foraging: Individual workers forage randomly among all feeding sites.

As the pheromone deposits increase in strength, more and more of the colony nestmates are recruited to the feeding site.

Alarm Pheromones

In addition to pheromones used to communicate feeding sites, alarm pheromones can be secreted by termites when an intruder, such as a termite from another colony or an ant, tries to enter the colony. Alarm pheromones alert the soldier termites to defend the colony by attacking and killing the intruder. The intruder is then sealed away from the colony with a wall of soil, chewed wood, and feces created by the worker termites. Workers also wall-off dead or dying nestmates and some defending soldiers. Because of this defense mechanism, it is important to avoid injuring termites when transferring them during the Self-Recruitment procedure.

Caste Regulation Pheromones

The proportion of the various castes within a colony is also regulated by pheromones. For example, if the number of soldiers drops to a low level, the pheromone signal causes certain larvae to molt into soldiers to fill the need. In the absence of pheromones produced by the primary queen and king, supplementary reproductives develop from larvae or workers.

Trophallaxis

Another means of communication is trophallaxis, which is the transfer of nutrients and chemical messages among colony members. Trophallaxis may aid in the spread of Recruit H termite bait throughout a termite colony, which is essential to the elimination of the colony.

**National Account
Rate Card June 2001**

Type of Account	Basis for Formula	Rate for Account	Example
Terminix Total Service	Pest Elimination service after hours and after the customer has prepared the location for service.	Monthly Price up to 5,000 sq.ft. = .027/mo. 5- 10,000 = .024 over 10,000 sq. ft. = EST.	7,000 sq. ft. rest. x .024 = \$168 per month.
Office Buildings (Over 25 added to service)	Service to lavatories, entrance foyers, maint. Closets, breakrooms and complaints. *additional charges for deli/rest. *additional charges for retail stores.	Minimum charge \$35 30-50,000 sq ft = \$47 50- 100,000 sq ft = \$62 100- 150,000 sq ft = \$90 150- 200,000 sq ft = \$120 200- 250,000 sq ft = \$145 250- 300,000 sq ft = \$165	One story office buildings over 50,000 sq ft should have additional charges for exterior services (power sprays) priced into the annual costs.
Office Buildings (Under 25 added to service)		Add 10% to above rates	
Warehousing	Based on square feet of warehouse plus rodent devices . Interior Tincats each side of all doors plus at every 25-50 feet plus exterior stations at every 50 feet and each side of exterior doors.	.001 /sq ft up to 50,000 plus .0007sq ft over 50,000. Plus \$1.25 per tincat and \$2 per station for fence line and \$1.50 for exterior walls.	100,000 sq ft warehouse: .001 x 50,000 = \$50 plus 50,000 x .0007 = \$35. \$85 per month. Plus rodent stations.

Commercial Pest Control Agreement

Purchaser / Billing Address

Company

Address

City

State

Telephone

Premises

Contact

Telephone

Address

City

State

☐ Multiple Locations Attach Location Listing

Terminix Commercial Pest Control Service

Terminix will perform regularly scheduled service at the above service address for the control of the following pests:

☒ Roaches

☒ Mice

☒ Silverfish

☒ Ants (excluding Carpenter and Pharaoh)

☒ Rats

☐ Other

Service Frequency

☐ Monthly

☐ Weekly

☐ Semi-Monthly

☒ Other Quarterly

Additional Service Information

Cust. moving into new office space approx 7000 sq ft

* Initial Service FRIDAY 6/30 9-11 AM

Addendums Indicated Forms are Part of this Agreement

☐ Customer Preparation Checklist Part 1

☐ Sighting Log

☐ Customer Preparation Checklist Part 2

☐ Customer Account Graph

☐ Service Schedule Checklist

☐ Optional _____

Payment Schedule

Initial Service	Per Service
<u>Quarter</u>	<u>Quarter</u>
\$ <u>70.⁰⁰</u>	\$ <u>70.⁰⁰</u>

Down Payment	Amount	Sequence Number
Received At Completion	Amount	Deposit Number
Account Number		

Plus any Applicable Taxes

This is to certify that Tax Exemption Certificate Number _____ has been furnished with this agreement to Terminix.

Terminix Authorization

Terminix Office 2435

Address (local) National

Telephone 727-527-7888 1-800-238-6189

By (b) (6) Date 6/29/00

Manager's Approval _____

Customer/Agent signature

Customer Acceptance

By (b) (6)

Title _____

Date 6/29/00

This agreement is subject to the conditions on the front and back.

This Agreement is not valid unless accepted by customer within 30 days of submission.

TERMINIX

Key #33231 R/P 9/97



Call 1-800-WE SERVE

ServiceMaster • Terminix • Merry Maids
TruGreen-ChemLawn • American Home Shield

PEST CONTROL SERVICES

(b) (4)

in agreement with

**TERMINIX INTERNATIONAL COMPANY,
L.P.**

JANUARY 21, 2001

**Prepared By
Merrill Lynch, Pierce, Fenner & Smith Incorporated**

GLOBAL PROCUREMENT SERVICES

rights of the party so excused shall be extended on a day to day basis as reasonably required for the party claiming excuse hereunder to meet its obligations under this Agreement. Each party shall, with the cooperation of the other, exercise all reasonable efforts to mitigate the extent of the delay or failure resulting from a Force Majeure Event and the adverse consequences therefrom. Following the occurrence of a Force Majeure Event, the Performance Criteria shall be temporarily suspended for the period during which the Force Majeure is in effect. In a Force Majeure Event, Contractor shall be entitled to compensation for additional work performed as a result of such Force Majeure Event.

31. **REMEDIES CUMULATIVE**

The remedies set forth in this Agreement are cumulative and supplemental to those available to each party at law or in equity.

32. **ENTIRETY OF AGREEMENT**

This Services Agreement, together with the response to the Customer Request for Proposal for Janitorial & Engineering Services at the Customer facility located at 9601 & 9603 South Meridian Blvd., Englewood, Colorado 80112 (the "Response to Proposal"), as well as Exhibits A through D and their attachments, if any, supersedes all prior understandings, representations, negotiations, and correspondence, whether written or oral, between the parties and constitutes the entire agreement between the parties with respect to the transactions contemplated and shall not in any manner be supplemented, amended or modified except by a written instrument executed on behalf of the parties by their duly authorized officers. Contractor's indemnity obligations, representations, warranties and covenants, obligations of confidentiality, Customer's audit rights, and the parties' advertising restrictions shall survive the completion, termination or rescission of this Agreement and continue in full force and effect.

IN WITNESS WHEREOF, the parties hereto have executed this Agreement as of the day, month and year first above written.

Terminix International Company, L.P.

By: **(b) (6)**

Name: Joseph Bettencourt

Title: National Account Manager

Date: 1-31-02

By: _____

Name: _____

Title: _____

Date: _____

(b) (4)

By: **(b) (6)**

Name: **(b) (4)**

Title: Vice President

Date: 2/11/02

(b) (6)

Name: Timothy A. Rehm

Title: Director

Date: _____

EXHIBIT B: PRICE SCHEDULE

Location	Frequency of Service	Monthly Service Charge
(b) (4)	Monthly	\$180.00 C
	137,000 A	136655-4
	Monthly	\$180.00 C
	107,771 A	136656-1
	Monthly	\$180.00 C
	105,388 A	136685-7
	Monthly	\$180.00 C
	107,005 A	136686-4
	Monthly	\$45.00 C
	2546 A	136658-5
	Monthly	\$45.00 C
	9,000 A	136687-1
	Monthly	\$45.00 C
	5,000 A	567876-7

2003

2003

2003

2003

2003

2003

2003

TERMINIX
Pest Control Services Agreement

(b) (4)

Table of Contents

	<u>Page</u>
Base Contract	Articles 1 through 32..... 1-13
Exhibit A	Scope of Work 14-16
Exhibit B	Pricing Schedule 17
Exhibit C	Invoicing Instructions 18
Exhibit D	Safety Code of Conduct 19-28

**TERMINIX
NATIONAL ACCOUNTS
PEST MANAGEMENT SERVICE PLAN**

TERMINIX SERVICE

Terminix will perform PEST SERVICE (as described on Addendum A) for AIMCO (Purchaser) for a period of one (1) year from the date of the parties' signatures hereto for the following pests at the locations, frequency and price described on Addendum A, which is hereby incorporated by reference.

- | | |
|---------------------------------|---|
| o Roaches, Ants* and Silverfish | o Exterior: Pavement Ants; Bee and Wasp Nests (below 8' height) |
| o Rats and Mice | o Interior: Crickets, Millipedes, Centipedes, Sowbugs |

*Termites, carpenter and pharaoh ants, as well as other wood destroying organisms are NOT included in this service. For information on these services call 1-800-238-6189.

Terminix will retreat for the pests identified above at no charge between scheduled service visits.

THIS AGREEMENT WILL CONTINUE ON A MONTH-TO-MONTH BASIS AFTER THE INITIAL PERIOD. EITHER PARTY MAY CANCEL THIS AGREEMENT UPON THIRTY (30) DAYS PRIOR WRITTEN NOTICE.

PAYMENT

TERMS: Applicable charges and sales tax will be paid within thirty (30) days of receipt of invoice. A charge of 1.5% per month will be added to any unpaid balance over 30 days.

Unless otherwise noted, Purchaser accepts centralized invoice to be provided each month. Summary invoice does not contain copies of service receipts.

Rodent control equipment may be installed during the term of the Agreement at the request of Purchaser at an installation cost of \$12.00 for Tincats (multi-catch mouse station) and \$12.00 for tamperproof bait stations. These charges are in addition to the charges identified on the National Account Service Addendum.

All special instructions regarding billing, managerial supervision, distribution of reports, etc. are noted on Addendum A.

TERMS AND CONDITIONS

1. **MATERIALS.** The materials and methods used by Terminix in performing Pest Service will comply with federal, state and local laws.
2. **YOUR COOPERATION.** Your cooperation is important to ensure the most effective results from Terminix service. Terminix will inform you in writing of reasonable corrections which must be made in a location in order to control pests.
3. **PRICE.** Notwithstanding anything to the contrary in Addendum A, in the event Terminix offers the same Pest Service for the same pests as covered by this Agreement to a third party at a price less than that set forth on Addendum A, then Addendum A shall be automatically amended to provide for such lower price to apply to Pest Service performed by Terminix for AIMCO. Terminix shall immediately notify AIMCO of any such lower price offered to a third party.
4. **INSURANCE.** For so long as Terminix provides Pest Service to Purchaser hereunder, Terminix will maintain public liability and products liability insurance with policy limits of \$10,000,000 for persons injured and property damage insurance with policy limits of \$10,000,000, naming Purchaser as an additional insured. Terminix will furnish a Certificate of Insurance upon request.
5. **NOTICE OF CLAIMS.** Purchaser agrees to use commercially reasonable efforts to make any claim under the terms of this Agreement within thirty (30) days in writing to any Terminix Service Center.
6. **DISCLAIMER.**

- A. Terminix's liability under this Agreement will be terminated to the extent Terminix is prevented from fulfilling its responsibilities under the terms of this Agreement by reason of delays in transportation, shortages of fuel and/or materials, strikes, embargoes, fires, floods, quarantine restrictions, earthquakes, hurricanes, or any other act of God or circumstances, to the extent such delays are beyond the control of Terminix.
- B. Terminix represents and warrants that the Pest Service is fit and sufficient for the purpose of pest control. Terminix disclaims and shall not be responsible for any incidental, consequential or loss of quiet enjoyment damages. The obligations of Terminix specifically stated in this agreement are given in lieu of any other obligation or responsibility, express or implied, including any representation of merchantability.
7. **CHANGE IN LAW.** Terminix performs its services in accordance with the requirements of federal, state and local law. In the event of a change in existing law as it pertains to the services promised herein, Terminix reserves the right to revise the monthly service charge or terminate this Agreement.
8. **NON-PAYMENT.** In case of non-payment by Purchaser, Terminix has the right to immediately terminate this Agreement. In the case of non-performance by Terminix, Purchaser has the right to immediately terminate this Agreement.
9. **ENTIRE AGREEMENT.** This Agreement and the National Accounts Service Addendum A constitute the entire Agreement between the parties and no other representations or statements will be binding upon the parties.
10. **ARBITRATION.** THE PURCHASER AND TERMINIX AGREE THAT ALL MATTERS IN DISPUTE BETWEEN THEM, INCLUDING BUT NOT LIMITED TO ANY CONTROVERSY OR CLAIM BETWEEN THEM ARISING OUT OF OR RELATING TO THIS AGREEMENT, ANY SERVICES PROVIDED BY TERMINIX, OR OTHERWISE TO THE SERVICED PROPERTY IN ANY WAY, WHETHER BY VIRTUE OF CONTRACT, TORT OR OTHERWISE, SHALL BE SETTLED EXCLUSIVELY BY ARBITRATION. THE PARTIES ACKNOWLEDGE, AGREE AND UNDERSTAND THAT BY AGREEING TO MANDATORY ARBITRATION, THEY ARE FOREVER FORGOING THEIR RIGHT TO BRING THEIR CLAIM IN COURT AND TO HAVE THEIR DISPUTE DECIDED BY A JUDGE OR JURY. PROVIDED, HOWEVER, THAT A PARTY BY BRING ITS CLAIM IN COURT IF SEEKING EQUITABLE RELIEF. Such arbitration shall be conducted in accordance with the Commercial Arbitration Rules then in force of the American Arbitration Association. The arbitrator(s) shall be bound by rules of substantive law and shall not be bound by the rules of evidence, whether or not set out by statute, except for provisions relating to privileged communications. The arbitrator shall give effect to any and all waivers, releases, disclaimers, limitations, and other terms and conditions of this Agreement. Therefore, the award shall not, and the arbitrator shall not have the power of authority to hold Terminix responsible for incidental, consequential or loss of quiet enjoyment. The arbitrator may, in his or her discretion, require a party to reimburse the other for reasonable costs, expenses and attorneys' fees associated with the arbitration. Any award of damages pursuant to such arbitration shall be included in a written decision which shall state the reasons upon which the award was based, including all elements involved in the calculation of any award of damages. The decision of the arbitrator shall be a final and binding resolution of the disagreement which may be entered as a judgment by any court of competent jurisdiction. Each party consents to the personal jurisdiction and venue of the courts in which the identified property is located and the courts of the State of Colorado and the state and federal courts located therein. The Federal Arbitration Act shall govern the interpretation, enforcement, and proceedings pursuant to this contract.
11. **INDEMNITY.** Terminix agrees to indemnify and hold harmless Purchaser and its agents and employees from and against all claims, damages, losses and expenses (including reasonable attorneys' fees and court costs, arising out of or resulting from the performance of services hereunder by Terminix (collectively the "Claim"), provided that any such Claim is caused in whole or in part by (1) any negligent, grossly negligent or wrongful act or omission of Terminix or its agents or employees or (2) breach by Terminix of this Agreement; provided, however, that Terminix's indemnity obligations shall be comparatively reduced to the extent that the Claim is caused in part by the negligent, grossly negligent or wrongful act of Purchaser, or any other contractor of Purchaser, any other party indemnified hereunder, or any other person or entity.
12. **SEVERABILITY.** If any part of this Agreement is held to be invalid or unenforceable for any reason, the remaining terms and conditions of this Agreement shall remain in full force and effect.

By signing within thirty (30) days of the date below, Purchaser accepts our offer of PEST SERVICE on the Terms and Conditions identified herein.

TERMINIX INTERNATIONAL COMPANY, L.P.

By: Dennis Adams
Title: Terminix National Account Manager
Date: August 24, 2001

(Pur (b) (6))
By: [Redacted]
Title: VP Purchasing
Date: 9-21-01

ADDENDUM A

**Regional Termite Inspection and Treatment Service
Termite Baiting System (Sentricon)**

**One Year Term
Plus Any Applicable State Sales Taxes**

\$7.50 per lineal foot

New Hampshire, Massachusetts, Maine, Rhode Island, Vermont, Connecticut, New York,
New Jersey, Philadelphia, Ohio, Michigan, Indiana, West Virginia, Kentucky, Virginia, Delaware

\$6.50 per lineal foot

North Carolina, South Carolina, Georgia, Florida, Alabama, Mississippi, Tennessee, Louisiana,
Wisconsin, Minnesota, Idaho, Illinois
and all states west of the Mississippi River

**Regional Termite Inspection and Treatment Service
Liquid Full Treatment or Termidor**

**One Year Term
Plus Any Applicable State Sales Taxes**

**\$4.00 per lineal foot mono slab
\$5.50 per lineal foot supported slab**

Liquid Full Treatment or Termidor Not Available in the following states
New Hampshire, Massachusetts, Maine, Rhode Island, Vermont, Connecticut, New York, New
Jersey, Philadelphia, Ohio, Michigan, Indiana, West Virginia, Kentucky, Virginia, Delaware

TERMINIX CORPORATE OVERVIEW

A Pioneering Spirit

Seventy years ago, E.L. Bruce was faced with a dilemma – termites in his hardware flooring products. Realizing that he was not alone in his fight against termites, he founded Terminix in 1927 and earned the first U.S. patent for a termite control procedure.

From a small start-up company, Terminix grew to become the largest termite and pest control company in the world, safeguarding over 1.9 million homes and businesses against all types of pests in 45 states in the U.S. and 15 countries.

From Fledgling Start-up to Industry Leader

In 1969, Terminix expanded to offer general pest control as well as termite control in residential, commercial, and industrial establishments. For decades, its team of skilled entomologists has studied all types of insects to ensure that its customers have the most complete protection from infestation.

In 1986, Terminix joined The ServiceMaster Company, one of the country's largest and most successful service companies. ServiceMaster introduced Terminix to its diverse Quality Service Network, a group that includes such partners as:

The TruGreen Companies
Rescue Rooter
Furniture Medic
Merry Maids
American Home Shield
AmeriSpec
WeServeHomes.com
ServiceMaster Clean

Each company is a leader in its industry and contributes to system-wide revenue in ServiceMaster in excess of \$7.7 billion.

A Philosophy to Live By

As a member of the ServiceMaster family of companies, Terminix believes in exceeding expectations. From ensuring customer satisfaction to developing strong relations with the other members of the ServiceMaster family, Terminix is committed to delivering more than is required of the company, with the distinction expected of a true leader.

The company's philosophy embraces four objectives by which it strictly abides:

To honor God in all we do;
To help people develop;
To pursue excellence; and
To grow profitably

Together these objectives form a foundation upon which the company's entire service is built.

Even though Terminix is now the largest termite and pest control company in the world, with a network of 864 service centers worldwide, its mission has remained unchanged.

By continuing to find ways to serve its customers better and contribute to the professional and personal development of every individual at the company, Terminix enlarges upon its reputation as a valued and trusted leader.

TERMINIX INTERNATIONAL - ALPHA LISTING
NOVEMBER 2002

	DIV	REG	NAME	PHONE	FAX	MAILING ADDRESS	CITY	ST	ZIP
C	51	2	(b) (4)						
2079	52	24							
2281	51	30							
2653	52	35							
2099	52	14							
2337	52	14							
2192	51	2							
2189	51	7							
2317	52	38							
2549	51	7							
2140	53	20							
2613	52	16							
2127	51	5							
2033	51	2							
2615	52	16							
2380	51	19							
2058	52	38							
2559	52	4							
2654	52	35							
2509	51	2							
2083	51	29							
2085	51	5							
2673	52	4							
2325	52	24							
C	52	6							
2151	51	29							
2486	51	5							
2489	51	30							
2047	52	13							
2397	53	20							
2439	52	23							
2254	52	23							
2405	51	2							
2369	51	7							
2648	52	4							
2046	51	3							
2049	52	13							
2231	51	7							
2504	51	5							
2135	51	29							
2215	51	29							
2030	51	7							
2430	51	7							
2445	52	6							
2062	53	20							
2419	53	20							
2139	51	3							
2078	52	14							
C	52	23							
2111	51	30							
2213	51	3							
2200	52	6							

**TERMINIX INTERNATIONAL - ALPHA LISTING
NOVEMBER 2002**

#	DIV	REG	NAME	PHONE	FAX	MAILING ADDRESS	CITY	ST	ZIP
53	53	1	(b) (4)						
2346	51	19							
2557	52	4							
2408	51	2							
2072	51	7							
2339	52	38							
2513	53	8							
2519	53	8							
2518	51	2							
2130	51	2							
2602	52	16							
2075	51	5							
2063	51	3							
2138	52	23							
2650	52	35							
2059	51	30							
2102	53	8							
2052	51	5							
2163	53	20							
2522	51	2							
2614	52	16							
2300	52	4							
2272	52	4							
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53	53	20							
2362	51	3							
2362	52	4							
2097	51	7							
2616	52	16							
2153	51	7							
2027	51	29							
2670	52	4							
2194	51	3							
2264	51	29							
1023	52	23							
2164	52	6							
2322	51	3							
2303	52	23							
2336	51	29							
2234	52	6							
2400	51	19							
2103	51	30							
2667	52	4							
2531	53	8							
2521	51	2							
2360	51	2							
1003	51	3							
2631	52	16							
52	52	16							
52	52	16							
2627	52	16							
2241	52	14							

TERMINIX INTERNATIONAL - ALPHA LISTING
NOVEMBER 2002

DN	REG	NAME	PHONE	FAX	MAILING ADDRESS	CITY	ST	ZIP
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2622	52	16						
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2623	52	16						
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2301	51	39						
2373	52	24						
2222	52	4						
2202	53	20						
2644	52	4						
2171	51	19						
2636	52	16						
2221	53	20						
2024	52	38						
2291	52	13						
2176	51	2						
2071	52	23						
2432	52	23						
2529	51	2						
1811	52	4						
2051	51	29						
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2462	52	38						
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2131	52	23						
2004	52	6						
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2204	53	20						
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1013	52	13						
2372	53	20						
1024	52	24						
2268	52	24						
2095	51	7						
2624	52	16						
2275	52	38						
2280	51	5						
2376	53	20						
2556	52	4						

TERMINIX INTERNATIONAL - ALPHA LISTING
NOVEMBER 2002

	DIV	REG	NAME	PHONE	FAX	MAILING ADDRESS	CITY	ST	ZIP
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2019	51	5							
2324	51	7							
2474	53	8							
2082	52	23							
2499	52	23							
2086	51	29							
2660	52	35							
2185	51	7							
2629	52	16							
2621	52	16							
2032	51	5							
2292	51	19							
2236	52	14							
2385	53	20							
2348	53	8							
2558	52	4							
2435	52	23							
2191	53	20							
2048	52	14							
	51	2							
2377	52	23							
2065	52	14							
2210	52	23							
2034	51	30							
2620	52	16							
2482	51	30							
2136	51	5							
2172	51	19							
2178	51	19							
2355	51	30							
2117	52	13							
2532	52	38							
2410	51	2							
2246	51	7							
2544	52	38							
2161	52	24							
2553	52	4							
1007	51	7							
2126	52	4							
2173	51	19							
2133	53	8							
2028	51	5							
2174	51	19							
	52	38							
2660	51	30							
2528	51	2							
2406	51	2							

TERMINIX INTERNATIONAL - ALPHA LISTING
NOVEMBER 2002

IV	REG	NAME	PHONE	FAX	MAILING ADDRESS	CITY	ST	ZIP
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2223	51	19						
2159	51	19						
2313	51	19						
2440	52	23						
2023	52	6						
2311	51	30						
2119	52	14						
2141	51	30						
2237	52	14						
2514	51	2						
2662	52	35						
2109	52	4						
2150	51	29						
2199	53	20						
2111	53	20						
2050	52	13						
	52	6						
	52	16						
2144	51	3						
1030	51	30						
2211	51	3						
2263	52	13						
2073	51	5						
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2524	51	2						
2098	51	19						
2328	52	6						
2232	51	5						
2645	52	4						
2188	51	30						
2207	52	23						
2043	52	23						
2227	51	30						
2110	51	2						
2308	51	29						
2638	52	4						
1002	51	2						
2068	51	3						
2260	51	5						
	52	14						
2198	52	13						
2396	52	13						
2061	51	30						

TERMINIX INTERNATIONAL - ALPHA LISTING
NOVEMBER 2002

CO	REG	NAME	PHONE	FAX	MAILING ADDRESS	CITY	ST	ZIP
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2632	52	16						
2618	52	16						
2656	52	35						
2543	52	6						
2484	51	39						
2633	52	16						
2107	52	14						
2196	52	14						
2170	51	19						
1038	52	38						
2229	52	13						
2224	52	14						
2242	51	7						
1008	53	8						
1051	51	1						
2330	52	38						
2106	52	14						
2116	52	24						
2039	51	5						
2040	52	14						
2214	51	3						

TERMINIX

Code Of Quality Assurance

Terminix is committed to doing the right thing, the right way, for each of our customers every day. By practicing the Terminix Code of Quality Assurance, we deliver our company promise and continue to build value for our customers, our company and ourselves.

I will not let profit or self-interest stand in the way of quality services.

I will do all I can to consistently deliver the superior and reliable service my customers want and deserve.

I will make all customer inquiries and concerns a top priority and address them on the same day they are received. I will view every contact with a customer as an opportunity to create a customer for life.

I will provide our customers with excellent value, making sure that every customer recognizes our commitment to satisfy his or her needs completely.

I will do my job right the first time. I recognize that our customers expect top quality service and I will meet that expectation.

I will never take shortcuts in servicing our customers. I will complete all services according to Terminix standards and all required regulations.

I will report to the president of the company, my supervisor and/or the ServiceMaster Compliance Department any directive, action or suggestion that treats a customer unfairly or that violates company policy or state laws. To contact the president directly, call 901-766-1154 or call the ServiceMaster Compliance Department at 1-800-937-9888.



Signature

Date



EDUCATIONAL & EXPERIENCE BACKGROUND FOR TERMINIX TECHNICAL SUPPORT PERSONNEL

Corporate & Gov't Affairs	Educational Background	Experience
John Craft Memphis, TN	BS in Entomology-Purdue Univ.	42 years
John Chapman Memphis, TN	BS in Entomology-Michigan St. Univ.	31 years
Stoy Hedges Memphis, TN	BS in Urban Entomology-Purdue Univ <i>Board Certified Entomologist</i>	23 years
Norm Goldenberg Memphis, TN	BS in Entomology- Univ. of Florida <i>Board Certified Entomologist</i>	41 years
Ed Phelan Memphis, TN	Industry Trained	29 years
Lonnie Anderson Memphis, TN	B. A. in Communications Portland State University	27 years

Eastern Division	Educational Background	Experience
Mike Baessler- Div. Tech. Mgr. Memphis, TN	BS in Business Admin. - Iowa Central	29 years
Chris Anfinen Mechanicsburg, PA	BA in Psychology-Marietta College, OH	18 years
Jerry Bukovsky Columbia, MD	BS in Entomology-Univ. of Maryland <i>Board Certified Entomologist</i>	27 years
Joe Butler Sewell, NJ	Industry Trained	23 years
Bob Young Islandia, NY	B.B.A. in Marketing & Psychology Dowling College, NY	7 years
Cameron Renn Cincinnati, OH	B.A. in Envir. Policy-Bowling Green State University <i>Board Certified Entomologist</i>	8 years
Tony Bohnert Louisville, KY	BS in Urban Entomology-Purdue	12 years



Russell May
Louisville, KY

MS in Entomology-Univ. of Florida

6 years

Ron Keeler
Boston, MA

Industry Trained

29 years

Central Division

Educational Background

Experience

Mike Duckles- Div. Tech. Mgr.
Memphis, TN

BS in Biology-S Illinois Univ.

26 years

Jim Chase
Atlanta, GA

MS in Entomology-Auburn Univ.

29 years

Chris Graham
Orange Park, FL

BS in Biology – Bowling Green State

18 years

John Mangold
Tampa, FL

Ph.D. in Entomology-Univ. of Florida

18 years

Fred Strickland
Mobile, AL

BS in Education- S Alabama Univ.
Board Certified Entomologist

27 years

David Saunders
Lufkin, TX

BS in Entomology – Texas A&M Univ.
Board Certified Entomologist

23 years

Mike Weed
Milton, FL

BS in Biology-Univ. of W. Florida

24 years

Ken Davis
Gulfport, MS

Industry Trained

23 years

Doug Webb
Jackson, MS

MS in Wood Science & Tech-Miss St.

20 years

Western Division

Educational Background

Experience

Roger Teal- Div. Tech. Mgr.
Memphis, TN

Industry Trained

16 years

Brian Ferris
Phoenix, AZ

BS in Zoology-Western Illinois Univ.

21 years

Hanif Gulmahamad
Los Angeles, CA

Ph.D. in Entomology-U.C.-Riverside
Board Certified Entomologist

23 years

Tom Jeffords
San Antonio, TX

Industry Trained

13 years

TERMINIX®

Mike Kilpatrick
Dallas, TX

Industry Trained
Board Certified Entomologist

15 years

West Otani
Honolulu, HI

Industry Trained

15 years

Franchise Areas	Educational Background	Experience
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Ken Kendall
Fayetteville, NC

MA in Entomology-NC State Univ.
Board Certified Entomologist

28 years

Vern Davis
Fayetteville, NC

BS in Zoology – N.C. State Univ.

21 years

Larry Rowlett
Columbus, SC

MS in Invertebrate Zoology-E Tenn.St.
(emphasis on entomology)

36 years

Dean Burroughs
Columbia, SC

BS in Wildlife Biology – NC State Univ.

21 years

Cliff Scruggs
Greensboro, NC

Biology- 3 years College

32 years

William Harris
Greensboro, NC

Industry Trained

11 years

Edward Martin
New Orleans, LA

BS in Entomology – LSU

44 years

Cheryl Walter
LaPlace, LA

BS in Entomology – LSU

25 years

Ray Fuller
Durham, NC

Industry Trained

7 years

Paragon Products	Educational Background	Experience
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Paul Cuppett
Dallas, TX

B.S. in Marketing-Penn State

45 years

Steve Diaz
Los Angeles, CA

Industry Trained

29 years

Ed Johns
Atlanta, GA

BS in Accounting-Georgia State

28 years

Paul Carbino
Vineland, NJ

Ph.D. in History-Glasboro St. Coll.

27 years





GENERAL SERVICE PROCEDURES

Prior to starting service for a new business location, the person in charge of that location will be contacted by a Terminix representative to arrange a satisfactory time for the initial service. Any special instructions regarding parking, entrance into the structure, etc., will be discussed at this time. In addition, a "standard time" will be set for the "regular" Terminix service visits.

Terminix service personnel will follow these general service procedures.

1. Service vehicles will be parked according to the facility's instructions, or in a safe, but out of the way spot: clear of loading zones and alleys.
2. The person in charge of coordinating the pest control program will be contacted each time upon first entering the facility.
3. A "flashlight" inspection of areas to receive service will be performed on the initial service in order to become familiar with the floor plan of the building. Assistance from a facility employee may be required to gain access to locked areas.
4. The location of any rodent control devices will be noted on the floor plan or graph of the facility.
5. Insect Control Methods may include:
 - a. Placement of insect monitoring traps.
 - b. Selection of insect baits where applicable and where labeling permits;
 - c. Sanitation recommendations (in writing) to the facility to assist in non-chemical insect control.
 - d. Application of liquid residual materials to cracks and crevices where these pests breed or harbor, or spot treatment where labeling permits;
 - e. Application of insecticide dusts to cracks, voids, and other concealed areas;
 - f. Application of residual materials or bait material around dumpsters for control of houseflies (optional service);
 - g. Optional: installation of flying insect light traps.
6. Exterior Insect Control
 - a. Application of liquid materials may be used to eradicate insect harborage.
 - b. Optional: fly bait applications during warm months to reduce fly population around the dumpster and/or exterior of structure.





7. Rodent Control Methods may include:

- a. Rodent Prevention Service
 - Primary method of control is the use of curiosity traps (Ketch-All, Tin Cat).
 - Exterior use of approved rodenticides placed in tamper-proof bait stations where applicable;
- b. Corrective Service for Rodents (when rodent evidence is noted)
 - Placement of glue stations and/or snap traps;
 - Use of tracking powder in concealed wall voids where permitted by labeling;
 - Providing sanitation recommendations (in writing) to the facility.

NOTE: The customer is responsible for sealing any and all openings, which could allow rodent entry. Terminix is not responsible for general rodent proofing of doors, windows, vents, or other openings in the facility. Optional rodent proofing provided at additional charge.

8. Service In Food Handling Areas (Where foods or ingredients are stored, processed, prepared, served, or consumed).

- a. Treatments will be targeted to cracks and voids where the insects harbor.
- b. Cockroach control bait stations may be used in areas where active infestations are noted and in "sensitive" areas where other pest control materials cannot be used.
- c. Rodent control in food handling areas will generally be handled with traps such as Ketch-Alls, glue traps, and/or snap traps. Any signs of rodent activity will be noted on the Service Report.

9. Service In Non-Food Areas (Offices, Locker rooms, Restrooms, Trash rooms, Utility rooms, etc.).

- a. Each area will receive careful inspection and any cracks and voids which harbor pests will be treated.
- b. Insect control bait monitoring stations may be used in "sensitive" areas.
- c. Spot treatments utilizing liquid residual insecticides may be applied to surfaces where pests may crawl or rest.
- d. Rodent control in non-food areas will involve bait placements as well as traps (as determined by the specific conditions in the area).
- e. Any conditions, which might contribute to a pest infestation, will be noted on the Service Report.





Terminix Service Specifications

Innovative Pest Management in Office & Public Buildings

Office buildings and similar buildings such as clinics and public buildings are excellent candidates for an IPM approach to control of pests within the building. Pest infestations in such buildings are not as common as they might be in other large buildings such as a hotel or a hospital. As with any building where people live or work, however, pest infestations can occur at any time and this is why regular inspection and pest control services are needed. Most of the rooms in an office building do not even require regular inspections. The areas of most concern will be "common areas" such as restrooms, vending areas, cafeterias, etc.

IPM Survey

Individual buildings will need to be surveyed prior to initializing the IPM program service. The Terminix IPM Survey checklist (Appendix 9) will be used during the survey. A layout plan of each floor of the building needs to be obtained and areas of pest activity and location of contributing conditions noted on the plans. Fire escape plans are often sufficient for this purpose. Any previous pest activity records will be helpful in determining the areas of the building that are most prone to activity of certain pests.

The reason an initial survey is important is that each building is different and will require modifications to the IPM strategy from building to building. During the IPM Survey, the items of information determined include:

- types of pests present and where they are active,
- location of contributing conditions,
- recommendations for correcting contributing conditions,
- nonchemical control measures that will be appropriate, and areas that require pesticide treatment and the types of treatment necessary.

Pest Sighting Log

A pest sighting log will be established at a central office designated by the building's management. Employees and tenants will be advised to report sightings of pests to this office and the report recorded in the log book. It is important that detailed information be included concerning the sighting, especially in relation to the exact site the pest was seen. The Terminix service professional will check this log upon arrival to the building.



High Risk Areas in Office Buildings & Public Buildings

The three types of pests of most concern in office buildings are cockroaches, rodents, and ants. Infestations of cockroaches will be centered near areas of moisture such as janitor closets, restrooms, cafeteria, and the boiler room. Oriental or American cockroaches could also thrive in a basement or crawlspace in one or both are present. Ants and rodents will generally be confined to the bottom one or two floors of a building and occasionally may be detected on upper floors.

In general, the following “common” areas in an office or public building would be considered “high risk” for pest activity:

- Lobby
- Cafeteria
- Vending Areas
- Restrooms
- Locker Rooms

Service Frequency—High risk areas for pest activity require at least a once per month service to inspect for the presence of new pest activity. It is important that the Terminix service professional spend more time servicing high risk areas and the areas of pest activity reported in the pest sighting log.

Contributing Conditions—Conditions that are present that may be supporting pest infestations will be noted on the Terminix service ticket (Appendix 8 & Appendix 9). If these contributing conditions are not corrected, it is likely that additional pesticide treatments will be necessary to eliminate an active pest infestation or that extra service visits and treatments will be necessary. It is the building management’s responsibility in an IPM program to address these conditions as quickly as possible after they have been identified and reported.

Nonchemical Control Measures—The Terminix service professional may employ one or more of the following nonchemical control measures in response to specific pest infestations.

1. When cockroaches are found infesting an area, a vacuum device may be used, where this would be feasible, to physically remove as many cockroaches as possible.
2. Monitoring traps may be placed in hard to inspect areas or to pinpoint the location of active cockroach harborage. Monitoring traps will also be used to determine when pests are present and the type of pests that may be present.
3. For cockroach control, cracks in walls may be sealed—after they have first been treated with an inorganic dust insecticide. Sealing cracks prevents their use as a harborage by cockroaches.
4. Small exterior cracks and holes may be sealed to prevent pest entry.

5. Traps will be the primary control method used for controlling a rodent infestation. When rodents are active in an office, traps may need to be placed in the evening and then picked up the following morning prior to the office resuming operations.
6. Insect light traps may be required in the cafeteria, loading dock area, or vending areas if flies and other flying insects are a problem in the building.

Pesticide Treatments—The application of insecticides and rodenticides will be made in response to active pest infestations. Because each building and its pest situation are different, the amounts of pesticides and where they will be applied will vary greatly from building to building. It is up to the Terminix service professional to decide where treatment is appropriate and to select the proper insecticide formulation and treatment technique. The pesticide products that may be used are listed in Appendix 5 that includes with the label an MSDS for each listed product. One or more of the following treatments may be used to address specific pest situations.

1. Application of nonresidual “flushing agents” (e.g., pyrethrum) to chase pests out of deeply hidden harborages.
2. Application of bait insecticides to control ant or cockroach infestations. Ant baits will be placed along active ant trails. Cockroach baits will be placed into or as close as possible to active cockroach harborages.
3. Application of inorganic dust insecticides, such as boric acid or silica aerogel, into cracks where pests are harboring.
4. Drilling of walls, base of cabinets, or similar voids and installing an Insider® into each hole. The Insider® provides a sealed “port” into the void for retreatments as needed. The voids will be treated using an inorganic dust insecticide.
5. Spot treatments using liquid insecticides may be used outside around entryways and fly resting areas beside dumpsters. Spot treatments may also be applied in boiler rooms and the cafeteria where appropriate.
6. Use of rodenticide baits inside tamper-resistant stations where these stations can be placed safely.

Low Risk Areas in Office Buildings & Public Buildings

Low risk areas are those areas not likely to experience pest infestations but that will still need period inspections. Some rooms or areas in buildings may only need to be serviced on an “as needed” basis in response to reports of activity listed in the pest sighting log. Low risk areas in an office building, clinic, or public building may include:

- Office Suites
- Examination Rooms
- File Rooms
- Stairwells



Service Frequency—Low risk areas need to be inspected every three to four months or on an “as needed” basis. Each area service frequency should be determined during the initial IPM Survey.

Contributing Conditions—Any condition that contributes to a pest infestation found in a low risk area should be corrected by school management in a timely manner after it has been reported.

Monitoring—Because inspection services will be less frequent for low risk areas, monitoring traps will play an important role in determining where pests are active. Each time a low risk area receives service, the Terminix service professional will check all monitoring traps. Should pest activity be indicated by the traps or by visual inspection, the Terminix service professional will select and implement the appropriate control procedure or technique.

Nonchemical Control Measures—In response to an active pest infestation found in a low risk area, the Terminix service professional may employ one or more of the procedures described above for “high risk” areas.

Pesticide Treatments—If an active pest infestation is found in a low risk area, the appropriate control measures will be selected and implemented by the Terminix service professional to eliminate that infestation. Depending on the situation, one or more of the control measures described above for “high risk” areas may be employed. The pesticide products that may be used are listed in Appendix 5 and includes with the label an MSDS for each listed product.





Terminix Service Specifications

IPM in Restaurants

The Terminix Five Step System is a unique approach to servicing restaurants for cockroach control. This system minimizes the use of residual treatments and employs physical removal of cockroaches as a primary control measure. This program accomplishes the following goals to achieve cockroach elimination in most situations.

- Immediate physical removal of as many cockroaches as possible. The current population is rapidly reduced by this step resulting in an immediate noticeable reduction in activity level in the apartment or restaurant. An additional benefit of this step is that customers will see much fewer dead and live cockroaches in the days following the service.
- Treatment of voids where cockroaches commonly reside. Insiders are installed in those wall voids, cabinet voids, etc. which might need periodic retreatment. Treatment of such voids is often the key to total elimination of German cockroach infestations.
- Application of bait insecticides to (1) help control the cockroaches that escape the other control efforts and (2) control new cockroaches as they are introduced to the apartment or restaurant.
- Treatment of cracks known to be or suspected of being used as a harborage. The application of residual, inorganic dust insecticides into such harborage helps to kill cockroaches not controlled by the first two steps.
- Introduction of an IGR into the environment for long-term control in the event that reinfestation occurs.

The Five Step System for a Restaurant/Commercial Kitchen

Step One: Flush & Vacuum

Cockroaches are flushed from their harborages using a flushing agent or hot air (with a hair dryer or a heat gun) and are removed by vacuuming. Care must be taken to avoid burning or damaging surfaces if a heat gun is used to flush cockroaches. Cockroaches found on exposed surfaces in shelving, on equipment, on carts, etc. are simply vacuumed without flushing. When seen, dead cockroaches, egg capsules, and food particles can also be removed. (IMPORTANT: Removing such debris in an apartment requires a vacuum equipped with a HEPA filter to avoid spreading cockroach allergens into the air.)





Step Two: Insider Installation

Insiders are installed in all wall voids in the kitchen, in server stations, in the base of built-in stationary tables, in the base of built-in salad bars, in voids in the bar (if present), in short divider walls in the dining area (where necessary), and any other void that may require regular retreatment. Concrete block walls are drilled and Insiders installed only at plumbing penetrations and every 18" to 24" in short block walls that appear in some kitchens between stove (cooking) lines.

Step Three: Bait Placement

Numerous placements of Maxforce Bait Gel will be applied in critical areas near cockroach harborages. Baits may also be placed on or under electronic devices, such as cash registers; around lobster tanks; in storage shelving, and other areas where this product may be of benefit.

Step Four: Treatment of Cracks and Voids

Cracks and voids are treated with a residual dust insecticide (Drione or boric acid). An Actisol is used to apply dilute Conquer, Gentrol, and Kicker through the Insiders into the walls for better penetration and quicker results; then wall voids are retreated with a residual dust product on the 15-day evaluation service. The false ceiling is also inspected and areas of activity treated appropriately.

Step Five: IGR Application

The IGR Gentrol will be applied via spot treatment using a compressed air sprayer or with an Actisol or similar machine. Gentrol will need to be reapplied every six months.

Step Six (Optional): Caulking

An added option that serves to further differentiate Terminix from competitors is to caulk a certain number of feet of crack on the initial service and each month. For example, during the initial service 25 to 30 feet of crack would be sealed following treatment with dust insecticide. Each service, another 10 to 15 feet of crack would be sealed. Examples of cracks that would be sealed include around bulletin boards, around doorframes, around corner guards, etc. The sealing of cracks eliminates the need to spend time inspecting or treating those cracks on subsequent service visits, thus saving time.





Ants and Rodents

The Terminix Five Step System service also includes coverage for ants and rodents. Service for rats and mice will be included in any service agreement. Follow accepted Terminix procedure for rodent control should an apartment be infested with rodents.

Evaluation Service/Monthly Preventive Services:

During each follow-up service either for evaluation or for a regular preventive service will concentrate on finding additional active harborages. These harborages will be treated using with baits and or residual materials. Flushed cockroaches will be vacuumed if significant numbers are present.





Terminix Service Specifications

Pest Management in Hospitals

Cockroaches, rodents, ants, etc. are a serious threat to the sanitary well being of a hospital. Even one cockroach or ant could prove to be a threat to a particular patient so the pest management goal in a hospital must be zero pests. By their very nature, however, hospitals are extremely sensitive environments in which to perform pest management practices. A pest management service professional's options are often severely limited in the methods that can be used to control a pest infestation in many areas of a hospital. Innovative approaches and methods are therefore necessary in order to keep a hospital as free from pest activity as possible.

Each hospital will be different in its construction, pest infestations, and maintenance; therefore, the pest management service procedures may change with each building. Cooperation and communication between Terminix and the hospital's management and staff is crucial to success in minimizing the use of pesticides while at the same time keeping the building relatively free of pest infestations. Any condition that may contribute to a pest infestation needs to be corrected quickly after it has been identified. Failure to correct such conditions quickly is likely to result in the need for additional and more frequent use of insecticides and rodenticides.

The following specifications are general in nature, but will encompass most of the procedures that may be implemented in servicing particular rooms or areas within a hospital building.

The IPM Survey

Because each hospital building and its conditions are unique, an initial IPM *Survey* or inspection will need to be performed in and around the building to determine its pests control needs. The purpose of this survey is to:

- Identify which pests are present and where they are active,
- Identify contributing conditions,
- Determine which pest control strategies are needed,
- Determine the high risk areas for pest activity, and
- Determine where pesticide applications will be necessary.

A report will need to be prepared that details the findings of this survey. A graph or a copy of the floor plans should be included with the IPM Survey Report on which the areas of pest activity and location of contributing conditions will be noted.

The IPM Survey Report should be reviewed carefully with the management of each of the hospital's departments charged with the sanitary well being and operation of the facility (e.g., housekeeping, engineering). During this meeting, any contributing conditions identified during the IPM Survey will be discussed and the aid of the appropriate department will be enlisted in correcting these conditions.



AREAS REQUIRING SERVICE AT LEAST ONCE PER MONTH

Any area where pest activity is most likely to occur needs to receive service at least once per month. These areas generally are associated with a moisture source and include the following areas:

Kitchen & Cafeteria	Environmental Closets	Trash Rooms
Nourishment Centers	Clean & Soiled Utility Rooms	Storage Rooms
Employee Break Rooms	Clean & Soiled Linen Rooms	Nurse's Stations
Nurse & Doctor Lounges	Restrooms/Locker Rooms	Vending Areas
Boiler Rooms	Exterior/Loading Dock	Laundry Area

Kitchen & Cafeteria

The main kitchen and cafeteria will be the primary site that may become infested with cockroaches, mice, or flies. These areas should be serviced at least once per month. Large hospital kitchens may require once-per-week or possibly twice-per-month service.

Cockroaches

1. The hospital housekeeping, engineering, and maintenance staff should correct or eliminate any conditions contributing to a pest infestation pointed out by the Terminix Service Professional. These steps are crucial for long-term relief from pest infestations and to reduce the need for applications of pest service materials.
2. Walls behind stoves, the dishwasher, and sinks will need to be drilled and treated. Insiders will be installed in drill holes to allow for retreatment as needed, and the wall voids then treated with an inorganic dust insecticide.
3. Concrete block walls will only require drilling for two (2) feet on either side of plumbing penetrations into walls. Insiders will be installed into the drill holes, and the wall voids then treated using an inorganic dust insecticide. Short block walls between cooking lines need to have voids drilled and Insiders installed at about 18" intervals.
4. The holes around plumbing penetrations into walls should be sealed by the hospital maintenance staff.
5. Cracks where cockroaches live will be treated using an inorganic dust or a residual aerosol product, as appropriate. When possible, cracks and holes should be sealed by the hospital maintenance staff following treatment.
6. Some cracks may be sealed by the Terminix Service Professional with caulk to deny their use as cockroach harborages.
7. Cockroaches flushed from their harborages will be physically removed by vacuuming.
8. Bait insecticides may be placed near active cockroach harborages and may also be placed as a preventive measure in the event of new cockroaches being introduced.

9. Insect monitoring traps may be placed on storage shelves, in cabinets, in motor housings, and similar areas where cockroaches are likely to appear.
10. Monitoring traps will be inspected during each service visit to the area. One or more of the above procedures will be used to remediate infestations detected by the monitoring traps.
11. The pits under dumbwaiter elevators need to be inspected and serviced at least once each quarter. A licensed elevator technician must be available for these services. Any food or debris at the bottom of these pits should be removed at that time by the housekeeping department.
12. Food carts will need to be inspected periodically. Should cockroaches be found infesting a cart, cracks and voids in the cart will be flushed and any cockroaches flushed removed by vacuuming. Treatment of cracks in carts may be completed using an inorganic dust product.

Mice and Rats

1. It is essential that all potential openings in the building's exterior be sealed to prevent rodents from entering. This includes all cracks and holes ¼ inch or larger and the weather-stripping at the bottom of all doorways. Failure to implement effective rodentproofing will permit rodents, especially mice, to enter at any time.
2. Small openings may be temporarily plugged or permanently sealed by the Terminix Service Professional where the situation permits. The Terminix Service Professional will point out other potential rodent entry points for the hospital's maintenance staff to seal.
3. Multiple catch mousetraps may be placed in the kitchen, storerooms, and/or closets if the threat of mouse invasion is moderate to high in probability.
4. Multiple catch traps, snap traps, and glue traps may all be used to eliminate an active rodent infestation. Traps will need to be checked every day or every few days until the infestation has been eliminated.

Flies and Other Flying Insects

1. Should flies become a problem in the kitchen or cafeteria, an inspection to determine the source of the flies will be completed.
2. Any organic matter or food debris that is serving as breeding material or is attracting flies should be cleaned up immediately.
3. Cracks around doors should be sealed and doors kept closed to exclude flies.
4. The dumpster should be located as far as possible from the back door to the building.
5. If necessary, insect light traps can be installed in the kitchen and cafeteria.

Nurse's Stations and Substations

1. Nurse's stations need be inspected for pest activity at least once each month.
2. When cockroaches have been reported, the base voids of any fixed cabinets or desks should be drilled, Insiders installed, and the voids treated with an inorganic dust product.
3. Cracks and voids where cockroaches are harboring should be treated using gel cockroach bait. Where possible, cracks should be sealed by the hospital maintenance staff following treatment.



4. If any plumbing voids exist under sinks in the nurse station area, install an Insider into each such void and treat with an inorganic dust product.
5. Monitoring traps may be placed in out-of-sight locations and checked during each service visit to the area.

Nourishment Centers/Family Refreshment Centers

Many hospitals have small kitchenettes located on patient floors where a refrigerator, microwave, ice machine, etc. is housed. In some hospitals, these rooms may serve as holding points for food carts prior to serving patients. In most hospitals, these areas are temporary storage areas for food items and provide a place for quick preparation of some foods for patients. Nourishment centers and similar areas may serve as prime sources for cockroach activity on patient floors and need to be serviced at least once per month.

1. One Insider should be installed into the void in the base of any cabinets and the void periodically treated with an inorganic dust.
2. Insiders should be installed into any plumbing voids and the voids periodically treated with an inorganic dust.
3. Cracks found to have pest activity may be treated using an inorganic dust product. When possible, cracks and holes should be sealed by the hospital maintenance staff following treatment.
4. Baits insecticides may be placed as a preventive measure, where appropriate.
5. Monitoring stations will be placed and maintained in cabinets or behind appliances. These traps will be checked during each service visit to the area and any pest activity found will be treated appropriately.
6. Any holes around plumbing penetrations into walls should be sealed by the hospital maintenance staff.

Vending Areas & Concession Stands

1. Vending areas will be inspected and serviced at least once per month.
2. These areas will require regular cleaning to remove potential food sources for pests. Contributing conditions need to be pointed out to the housekeeping staff.
3. Cracks and voids where pest activity is found will be treated using an inorganic dust product. When possible, cracks and holes should be sealed by the hospital maintenance staff following treatment.
4. Insect baits may be used where these can be applied safely.
5. Where feasible, live pests may be removed by vacuuming.
6. Monitoring traps may be placed in these areas in out-of-sight locations and where the traps will not interfere with cleaning operations.
7. Future services to vending areas will primarily involve inspections only, and treatments will be rendered only as a response to pest activity.

Employee Break Rooms and Nurse's and Doctor's Lounges

1. Rooms used for employee breaks should receive monthly inspection and service due to the fact that food is often stored and eaten in such areas.
2. Cracks in these rooms may be treated with an inorganic dust product. When possible, cracks and holes should be sealed by the hospital maintenance staff following treatment.
3. Bait insecticides may be placed in cracks in shelves or other suitable sites.
4. Where feasible, live pests may be removed by vacuuming.
5. Monitoring traps may be placed in cabinets, closets, and other out-of-sight locations. These traps will be checked during each service visit to these areas.
6. Restrooms in these areas will be serviced as described in the section titled "*Restrooms and Locker Rooms.*"
7. Should mice be active in a nurse's lounge, doctor's lounge, or break room, snap traps, glue traps, and multiple catch traps may be placed and then monitored every day until the infestation has been eliminated.
8. Future services to these rooms will primarily involve inspections only, and treatments will be rendered as a response to an active pest infestation.

Clean & Soiled Linen and Utility Rooms, Storage Rooms, and Trash Rooms

Utility, linen, trash, and storage rooms are generally located on patient floors in a hospital. Each wing of a patient floor may contain any or all of these types of rooms. Such rooms need to be serviced on a once-per-month basis.

1. Services to these rooms will primarily involve inspections only, and treatments will be rendered as a response to pest activity.
2. Insiders should be installed into any plumbing voids and the voids periodically treated with an inorganic dust.
3. Cracks where pests are harboring in these rooms may be treated with an inorganic dust product. Cracks and holes should be sealed following treatment. When possible, cracks and holes should be sealed by the hospital maintenance staff following treatment.
4. Bait insecticides may be placed in cracks in shelves or other suitable sites.
5. Monitoring stations will be placed and maintained in cabinets or behind appliances. These traps will be checked during each service visit to the area and any pest activity found will be treated appropriately.
6. Any holes around plumbing penetrations into walls should be sealed by the hospital maintenance staff.

Environmental Closets

1. Cracks in an environmental closet may be treated with an inorganic dust product. Cracks and holes should be sealed following treatment. When possible, cracks and holes should be sealed by the hospital maintenance staff following treatment.
2. Insiders should be installed into any plumbing voids and the voids periodically treated with an inorganic dust.

3. Bait insecticides may be placed in cracks in shelves or other suitable sites.
4. Future services to environmental closets will primarily involve inspections only, and treatments will be rendered as a response to pest activity.
5. Any holes around plumbing penetrations into walls should be sealed by the hospital maintenance staff.

Restrooms & Locker Rooms

1. Public restrooms, private restrooms, and locker rooms need to be serviced once per month.
2. Cracks in restrooms and locker rooms may be treated with an inorganic dust product. When possible, cracks and holes should be sealed by the hospital maintenance staff following treatment.
3. The wall void behind each toilet and urinal should be drilled, an Insider installed, and the void treated with an inorganic dust product.
4. Future services to restrooms and locker rooms will primarily involve inspections and limited treatments to areas of potential pest activity.

Storage Rooms

1. Rooms where food goods, hospital supplies, and similar items are stored are common sources for pest activity, especially mice. These areas will need to be serviced on a once-per-month basis.
2. One or more multiple catch mousetraps may be maintained in storerooms for preventive mouse control.
3. Monitoring traps may be placed on shelves and along walls to monitor for insect activity. These traps will be checked for activity during each service visit to the area.
4. Active rodent infestations will be controlled using a variety of traps and, if the situation warrants, the use of rodent baits in tamper-resistant bait stations. All rodent control devices, except for traps used as a preventive measure, should be removed after the infestation has been eliminated.
5. In general, any treatments will be limited to active pest harborages such as cracks and voids. Baits may be utilized where these can safely be placed. Physical removal of pests by vacuuming may also be employed.
6. Future services to storage rooms will primarily involve inspections and limited treatments to areas of potential pest activity.

Boiler Room & Unfinished Basement Areas

1. The boiler room and unfinished basement areas are a prime area for pest activity, especially for large cockroach species and mice, and need to be serviced on a once-per-month basis.
2. Cracks and voids where cockroaches could live may be treated with an inorganic dust product. When possible, cracks and holes should be sealed by the hospital maintenance staff following treatment.
3. Spot treatments using a residual liquid product may be applied onto exposed surfaces where insects might crawl or rest.

4. One to several multiple catch mousetraps may be placed to catch mice that might enter the room.
5. Insect monitoring traps may be placed along walls to monitor for insect pest activity.
6. Bait products may be placed in cracks, in stations, or other suitable sites.
7. Future services to boiler rooms and basements will primarily involve inspections and limited treatments to potential or active pest harborages.

Laundry Area

1. Rooms where laundry is cleaned, dried, folded, and stored are a prime area for pest activity, especially for large cockroach species and mice, and need to be serviced on a once-per-month basis.
2. Cracks and voids where cockroaches could live may be treated with an inorganic dust product. When possible, cracks and holes should be sealed by the hospital maintenance staff following treatment.
3. Spot treatments using a residual liquid product may be applied onto exposed surfaces where insects might crawl or rest.
4. One to several multiple catch mousetraps may be placed to catch mice that might enter the room.
5. Insect monitoring traps may be placed along walls to monitor for insect pest activity.
6. Bait products may be placed in cracks, in stations, or other suitable sites.
7. Laundry carts need periodic inspection for cockroach activity. Cockroaches can be flushed from carts and/or be removed by vacuuming. Wheels and cracks in carts may be treated with an appropriate residual or liquid product.
8. Future services to laundry areas will primarily involve inspections and limited treatments to potential or active pest harborages.

Exterior Service

The outside area of a hospital is critical to the prevention of inside pest activity for many pests including ants, flies, and occasional invaders.

1. The entire perimeter of each building on the hospital grounds should be inspected at least once per month. It is especially important to inspect mulched areas for ant colonies and ant trails.
2. During the warm months, a perimeter treatment to the foundation in landscaped areas is recommended once each month.
3. Exterior cracks should be treated with a dust product and a request (via a sanitation report) made to the hospital maintenance staff to seal these cracks.
4. Tamper-resistant bait stations should be secured along the foundation of the building, particularly in landscaped areas where they can be partially or completely concealed.
5. Multiple catch mousetraps should be maintained on the back loading dock and inside the doorways leading to the loading dock area.

6. The dumpster should be regularly inspected for sanitary deficiencies and these reported to the housekeeping department in writing via a sanitation report. Ideally, the dumpster should be located as far from the building as possible.
7. Check to ensure doors are properly equipped with tight fitting weather-strips to prevent fly entry and that they are not propped open for long periods. Note any corrective recommendations on a sanitation report.

AREAS REQUIRING SERVICE AS NEEDED UPON REQUEST

Most of the rooms of a hospital are low risk areas for pest infestation or may be a particularly sensitive area (e.g., ICU, operating room, patient room, etc.). The persons working in these areas need to be informed of the phone number in the hospital to call to report a pest sighting. This number will be where the Terminix Pest Sighting Log is kept (the main housekeeping or engineering office). *Areas which will be serviced on an as-needed basis include:*

Emergency Rooms	Patient Rooms	Examination Areas
Offices	Operating Theatres	Pharmacy
Laboratories	Research Clinics	Dialysis Units
Intensive Care Units	Nurseries	Exercise/Therapy Rooms
Rehabilitation Clinics	Radiation Department	X-ray Rooms

Patient Rooms

1. Patient rooms should only be serviced as needed upon request due to a pest sighting. The patient should be removed from the room during the service and kept out of the room for a short period afterward.
2. When cockroaches have been reported, the voids in the base of any bathroom vanity and permanently fixed closet, nightstand, or dresser should be drilled, Insiders installed, and the voids treated with an inorganic dust product. Cracks in bathrooms should be sealed by the hospital maintenance staff.
3. Where possible, cockroaches should be removed by vacuuming.
4. Gel baits or bait stations may be placed in vanities, nightstands, dressers, and/or closets to control cockroaches. *Avert Cockroach Bait is NOT labeled for use in patient rooms or other patient areas.*
5. When ants are seen in a patient room, an attempt should be made to follow foraging trails back to the colony location so it can be treated directly. When the colony cannot be located, ant baits may be placed along these trails when these can be placed out-of-sight or reach of patients.
6. Rooms that have experienced a pest infestation will be reinspected within two weeks following the original service of that room to evaluate the results.
7. In cases where furniture in a patient room is infested but the patient cannot be removed from the room, the infested furniture may be moved to another area to be treated. A soiled-utility room or storage room will suffice for this purpose.

Waiting Areas

1. Waiting areas will be serviced on an as-needed basis upon request due to a pest sighting. This area should be serviced when it is likely to be vacant, such as during the evening.
2. Physical removal of pests by trapping or vacuuming will be the method of choice. Any treatments utilized will be limited to active pest harborages such as cracks and voids and involve only baits and inorganic dust products, and the cracks and holes should be sealed, when possible, by the hospital maintenance staff following treatment.

Doctor's Offices/Examination Areas

1. Areas where patients are examined by doctors will require as-needed service upon request due to a pest sighting.
2. In general, any treatments will be limited to active pest harborages such as cracks and voids. Baits may be utilized where these can safely be placed. Physical removal of pests by vacuuming may also be employed. Where possible, cracks should be sealed by the hospital maintenance staff following treatment.
3. Active rodent infestations will be controlled using a variety of traps. Traps will be placed in the evening and then picked up the next morning prior to the offices beginning operations. This process will be repeated until all rodents have been captured.

Emergency Area/Rooms

1. All rooms within the emergency area should only be serviced as needed upon request due to a pest sighting. Any patients should be removed from the target room during the service and kept out of the room for a short period afterward.
2. When cockroaches have been reported, they should be flushed from harborages, where possible and removed by vacuuming. Cracks near infested harborages may be treated by application of an appropriately labeled gel cockroach bait. *Avert Cockroach Bait is NOT labeled for use in patient areas, including any emergency room.*
3. Voids where cockroaches or other pests are found harboring may be treated by drilling into the void, installing Insiders, and treating with a residual dust insecticide.
4. Gel baits or bait stations may be placed in vanities, nightstands, dressers, and/or closets to control cockroaches. *Avert Cockroach Bait is NOT labeled for use in patient areas, including any emergency room.*
5. When ants are seen in a patient room, an attempt should be made to follow foraging trails back to the colony location so it can be treated directly. When the colony cannot be located, ant baits may be placed along these trails when these can be placed out-of-sight and reach of patients.
6. Rooms that have experienced a pest infestation will be reinspected within two weeks following the original service of that room to evaluate the results.
7. In cases where furniture is found to be infested, it may be moved to another area to be treated. A soiled utility room or storage room will suffice for this purpose.

Pharmacy

1. Pharmacies will require as needed service upon request due to a pest sighting.
2. In general, any treatments will be limited to active pest harborages such as cracks and voids. Baits may be utilized where these can safely be placed. Physical removal of pests by vacuuming may also be employed. Where possible, cracks should be sealed by the hospital maintenance staff following treatment.
3. Active rodent infestations will be controlled using a variety of traps. All rodent control devices will be checked daily and then be removed after the infestation has been eliminated.

Classrooms

1. Classrooms are generally *low risk* areas for pest activity in a hospital and need to be serviced upon request when pest has been seen in the rooms.
2. Any classroom that reports pest activity to the pest sighting log will receive service on the next scheduled service visit unless the pest sighting requires an emergency service visit.
3. Any classroom that has received service for an active pest infestation should be reinspected during the next scheduled service visit to evaluate whether the infestation has been controlled and eliminated.
4. When no pest activity is evident, service in classrooms will be limited to inspections only. Monitoring traps may be placed in cabinets, in closets, and other similar out-of-sight locations. Monitoring traps are best used where previous pest activity has been reported.
5. The type of pest infestation that is present will dictate the specific treatment methods used in a classroom. In general, treatments will be limited to active pest harborages, such as cracks and voids. Baits may be utilized where these can safely be placed. Physical removal of pests by vacuuming may also be employed.

Offices

1. Offices are *low risk* areas for pest activity and can be serviced on an as-needed basis when pest activity has been reported.
2. Coffee stations that might be present in offices should be inspected on a once-per-month basis.
3. Any office that reports pest activity to the pest sighting log will be serviced on the next scheduled service visit unless an emergency service call is deemed necessary.
4. Offices which have been serviced for an active pest infestation will be reinspected during the next service visit.
5. The type of pest infestation that is present will dictate the specific treatment measures used in an office. In general, treatments will be limited to active pest harborages, such as cracks and voids. Baits may be utilized where these can safely be placed. Physical removal of pests by vacuuming may also be employed.

Laboratories and Research Clinics

1. Any room where research or lab tests are completed will require as-needed service upon request due to a pest sighting.
2. Due to the sensitive nature of these areas, physical removal of pests by vacuuming and traps will be the method of choice. Any treatments utilized will be limited to active pest harborages, such as cracks and voids, and involve only baits and inorganic dust products. Cracks and holes should be sealed by the hospital maintenance staff following treatment.
3. Active rodent infestations will be controlled using a variety of traps. All rodent control devices will be checked daily and then be removed after the infestation has been eliminated.

Dialysis Units

1. Rooms where kidney dialysis is administered will only be serviced on an as-needed basis upon request due to a pest sighting. This area must be vacated during service.
2. Due to the sensitive nature of this area, physical removal by trapping will be the method of choice. Any treatments utilized will be limited to active pest harborages such as cracks and voids and involve only baits and inorganic dust products, and the cracks and holes must be sealed following treatment.
3. In cases where furniture is infested, it should be moved to another area to be treated, then thoroughly cleaned prior to returning it to the dialysis unit.

Intensive Care Units and Nursery

1. Intensive care units and the nursery will only be serviced on an as needed basis upon request due to a pest sighting.
2. Due to the sensitive nature of these areas, physical removal by trapping will be the method of choice. Any treatments utilized will be limited to active pest harborages such as cracks and voids and involve only baits and inorganic dust products. Cracks and holes must be sealed following treatment.
3. In cases where furniture is infested, it should be moved to another area to be treated, then thoroughly cleaned prior to returning it to the ICU.

Operating Theatres

1. Rooms where operations are completed will only be serviced on an as-needed basis upon request due to a pest sighting. Due to the sensitive nature of these areas, the rooms receiving treatment should be vacant and then be thoroughly cleaned following treatment.
2. The treatment procedures used will depend on the pest involved. Physical removal using a vacuum device will be important in cockroach control. Any treatments utilized will be limited to active pest harborages, such as cracks and voids, and involve inorganic dust products. Cracks and holes must be sealed following treatment.

Exercise Rooms and Rehabilitation Clinics

1. Exercise rooms and rehabilitation clinics will require as needed service upon request due to a pest sighting.

2. In general, any treatments will be limited to active pest harborages, such as cracks and voids. Baits may be utilized where these can safely be placed. Physical removal of pests by vacuuming may also be employed. When possible, cracks should be sealed by the hospital maintenance staff following treatment.

Other Areas in the Hospital

1. All other areas found in a hospital including those such as X-ray, nuclear medicine, etc. will be serviced on an as-needed basis in response to a pest sighting.
2. The treatment procedures used will depend on the pest involved. Physical removal using a vacuum device will be important in cockroach control.
3. Any treatments utilized will be limited to active pest harborages, such as cracks and voids, and involve inorganic dust products or gel cockroach baits (except Avert). Cracks and holes should be sealed by the hospital maintenance staff following treatment.

SPECIAL PEST PROBLEMS FOR HOSPITALS

Overwintering Pest Infestations in Hospitals

In some areas of the country, hospitals, like other tall, commercial buildings, may experience infestations of overwintering pests, such as cluster flies, box elder bugs, and lady beetles. These pests usually are attracted to the west and south sides of buildings during the fall where they crawl into cracks in walls and around windows to spend the winter in a protected location. Unfortunately, the pests often crawl into the interior areas of the building where they are seen flying about. These infestations are not covered under the normal Terminix Service Agreement and may require a separate service agreement due to the special treatment procedures required to control these pests.

1. Once inside the walls of a building, overwintering pests are very difficult to eliminate. Attempts can be made to treat into voids from the inside, but all of the actual voids where the insects are harboring are not likely to be found and treated.
2. Insect light traps can be placed inside false ceilings to attract and capture these pests as they exit walls into the ceiling.
3. Any building with a history of infestation of these pests will benefit more from exclusion by caulking and possibly a preventive application of residual insecticides. The best solution for these infestations is to seal cracks and holes in the building's exterior during the early to midsummer months to prevent the pests from entering the walls when fall arrives. The more cracks that are sealed, the better the results. Specific procedures for preventive treatments must be prepared on a case-by-case basis.

Pharaoh Ant Infestations in Hospitals

Pharaoh ants are one of the most difficult pests to control in large buildings due to a number of unique aspects of their biology. Treating infestations of this ant with residual products simply makes the infestation worse by splitting the colonies and moving them into previously uninfested areas. *Infestations of pharaoh ants require a comprehensive baiting program to eliminate them.*

Due to the specialized nature of this baiting program an additional service agreement with Terminix is needed for that service. The cost and content of a pharaoh ant service must be determined on case-by-case basis depending on the size of the building and the extent of the infestation.

For additional details for controlling pharaoh ant infestations in a hospital, refer to the Terminix Service Specifications titled, "Managing Pharaoh Ants in Large Commercial Facilities."

1. A pharaoh ant baiting program generally requires three service visits the first month to place baits, evaluate results, and to change baits or to place additional baits as necessary.
2. Any room found to be infested with ants and uninfested rooms adjacent, above and below those rooms will need to be included in the baiting program.
3. Baits will need to be checked and the results evaluated on a once-per-month basis thereafter until the infestation has been eliminated. In large buildings with moderate to severe infestations, it is not uncommon for baiting to be continued for 12 months or longer.

Fruit Fly & Phorid Fly Infestations in Hospitals

Any single fly in a hospital is particularly unwanted due to the unsanitary nature of a fly's habits. Fruit flies and phorid flies, in particular, are of great concern because they can easily establish breeding populations within a hospital's walls.

Both these small flies require moist decaying organic matter in which to breed. It is the responsibility of the hospital's housekeeping staff to remove as many potential indoor fly breeding sites as possible. Still, despite the best efforts, these flies become established because they require so little organic debris in which to get started. Once introduced into the facility via fresh produce or by flying into a doorway, fruit and phorid flies can prove the most difficult pests to eliminate, if total elimination is possible (particularly in older facilities).

The first step when dealing with small flies in a facility is to identify the fly involved. Fruit flies prefer organic matter that is newly decaying while phorid flies are more likely to breed in organic matter in a more advanced state of decay. The identity of the fly directs where inspections should first be made.

Finding Fruit Fly Breeding Sites. Fruit flies are generally introduced into buildings in fresh produce carried into dietary areas. Fruit fly infestations, however, have been traced to the dumpster outside, especially when the dumpster is located next to the building.

In Kitchens—When fruit flies are seen in the cafeteria and kitchens, inspect boxes and bags of fruit and vegetables for fruit fly adults, larvae, and pupae. Look for pieces of fruit and vegetables lying on the floor under kitchen equipment. Inspect inside cabinets in serving lines for moist food buildup and around and under beverage towers.

Use a knife or putty knife to scrape debris out of cracks at floor level to look for fly larvae. Pull liners up from the bottom of trash containers to check for food debris underneath. Fruit flies rarely breed inside drains, but it is a good idea to check floor drains and the garbage disposal, if one is present.

In Areas other Than Dietary Units—In hallways, offices, patient rooms, etc., fruit flies are often traced back to trash containers. Recycle containers for juice and soft drink cans are also a prime source and so are environmental closets where mops are stored and trash rooms. Remember, look for moist organic debris that is relatively fresh.

Fruit Fly Traps—Traps, such as the Victor Fly-In Saucer, can effectively be used to narrow the search area for the source of fruit fly infestations. These quart, plastic jars can be disguised by covering the outside with colored contact paper. Several ounces of apple juice, vinegar, or a banana piece in water should be placed in each trap as attractant for the flies. Liquids must be present in the trap in order to capture flies.

Place fly traps periodically throughout the area where flies are being seen. It is best to place them within five feet of the floor, and they can be placed hidden behind items on shelves, appliances, etc. In general, the traps closest to the breeding source will capture the most flies. It is not uncommon to need to use one to two dozen or more traps to pinpoint a fruit fly infestation in a hospital.

Finding Phorid Fly Breeding Sites. Phorid flies are most commonly found breeding inside drains and in moist organic debris trapped inside cracks at the floor level. In cases where moisture has been allowed to leak or seep into walls, phorid flies will readily breed in those areas. Use a knife, putty knife, or screwdriver to scrape the film off the sides of drains or from inside cracks to check for fly larvae.

Drain Lines—Chronic phorid fly problems in hospitals and other large buildings are often traced back to broken or leaking drain lines under slab floors or into ceilings of rooms located under kitchen areas. Tape can be placed over expansion cracks and drain covers to catch flies that might possibly be exiting from under a floor. Leave small spaces between pieces of tape to allow air movement for flies to follow. Holes drilled in areas where a drain pipe break is suspected can allow flies to exit and confirm subslab breeding sites.

Solving Fruit and Phorid Fly Infestations. The key to solving infestations of these flies is to find and clean up all active and potential breeding sites. This task is easier said than done when the flies have been present for a long time. Very little insecticide treatments will be required to control fruit and phorid flies, although a space treatment may be rendered to kill remaining adult flies following clean up of breeding sites.

When flies are found to be breeding in soil under a slab floor, the drain line needs to be repaired and the wet soil underneath must be removed (best solution) or thoroughly dried out. If the wet, contaminated soil is left in place, the fly infestation will likely continue even though the drain line has been repaired.

Experience has shown that hours of inspection time repeated over a number of days or weeks may be needed to find all fly breeding sources. Patience and thoroughness are keys to this process.

